



CITY OF
GULF BREEZE
— 1961 —



YEAR IN REVIEW

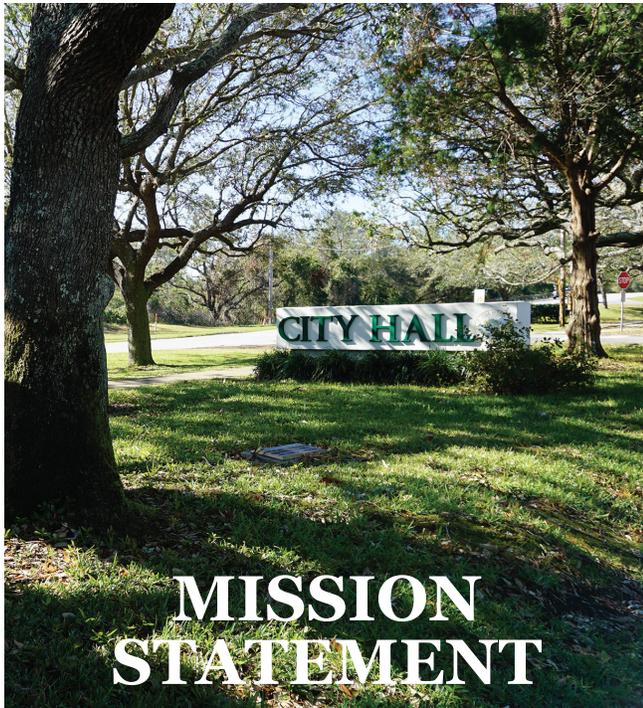
2020





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“Gulf Breeze will preserve and enhance its hometown character and natural environment to foster a high quality of family life.”

INTRODUCTION

The Year in Review includes an overview of prior year accomplishments from the Mayor, City Council, Administration and City departments. This update is based on the City’s fiscal year, which runs from October 1 to September 30.

During Fiscal Year 2020, the Council continued its focus on building community resilience – a priority that was reinforced as the City faced especially difficult challenges associated with the COVID-19 pandemic and a very active Hurricane Season. Although many special initiatives were temporarily put on hold, and despite having to operate in less than ideal circumstances, the City was able to maintain its level of service to residents and customers in most aspects.

Although the content of this review is mostly historic, the City looks forward to a brighter 2021 including a continued focus on the following priorities:

- New Police Department Annex
- Construction of the Multi-Use Path and Shoreline Park South Wetland Boardwalk
- Highway 98 Multimodal Design
- SR 399 Overpass Redesign
- Undergrounding of Utilities
- Completion of Projects from the 2014 Stormwater Master Plan
- Neighborhood Enhancement Plans
- Charter Review Committee
- Volunteer Fire Department Board Re-Composition
- Designation as an “AARP Age-Friendly Community”

MAYOR / CITY COUNCIL

Highlights of City Council major initiatives for Fiscal Year 2020 include:

- A. SR 399 / US 98 interchange plan
- B. Ensuring the safety and protection of employees and residents through COVID precautions
- C. Sale of the Tiger Point Golf Course
- D. Renewal of Gulf Power Franchise Agreement
- E. Approval of Mayor & Council – Roles and Responsibilities Handbook
- F. Approval of the development order for the Holiday Inn
- G. Approval of a Ten-Year capital plan
- H. Partnership with HNWS, SRC for Reclaimed Water
- I. Midway Fire Dept agreement on land donation

CITY MANAGER / ASSISTANT CITY MANAGER

Highlights of the Fiscal Year 2020 accomplishments of Administration include:

- A. Restore Act funding secured
- B. Fraud Prevention Policy
- C. Impact Fee Policy
- D. Commencement of a National Community Survey
- E. Development of Emergency Management Plan
- F. Hurricane Sally response and recovery
- G. Evaluated the feasibility of ferry operations following the closure of the Pensacola Bay Bridge
- H. Conclusion of the Operations Audit
- I. Completion of ADA renovations at City Hall

CITY CLERK

- A. City Council Meetings: 44 meetings held
 - i. 23 regular meetings
 - ii. 6 special meetings
 - iii. 6 workshops

- iv. 6 CRA meetings
- B. City Council Documents: 5,691 pages
 - i. 4,967 pages of agenda documents
 - ii. 725 pages of minutes reviewed
 - iii. 71 resolutions adopted
 - iv. 10 ordinances adopted
 - v. 10 proclamations declared
- C. Established Gulf Breeze Historic Landmarks Register
- D. Added New Article IX to the Code, Providing for A Procurement Code and for the Method of Making Contracts
- E. ORDINANCE NO. 20-2019
 - i. AN ORDINANCE OF THE CITY OF GULF BREEZE, FLORIDA, RELATING TO A STREET NAME CHANGE; RENAMING A PORTION OF ANDREW JACKSON TRAIL GENERALLY LOCATED EAST OF GULF BREEZE PARKWAY TO THE INTERSECTION OF DANIEL DRIVE TO “DANIEL CIRCLE”;
- F. ORDINANCE NO. 16-2019
 - i. AN ORDINANCE OF THE CITY OF GULF BREEZE, FLORIDA, AMENDING THE CODE OF ORDINANCES TO ADD A NEW ARTICLE III TO SUBPART B, CHAPTER 22 OF THE LAND DEVELOPMENT CODE; PROVIDING FOR A PROCESS TO PROTECT, ENHANCE, AND PERPETUATE HISTORICALLY SIGNIFICANT PROPERTIES IN THE CITY OF GULF BREEZE; PROVIDING FOR ESTABLISHMENT OF A GULF BREEZE HISTORIC LANDMARKS REGISTER; PROVIDING FOR DETERMINATIONS OF ELIGIBILITY AND CRITERIA FOR DESIGNATION OF A PROPERTY AS A GULF BREEZE HISTORIC LANDMARK; PROVIDING FOR CERTIFICATES OF APPROPRIATENESS FOR ALTERATIONS, ADDITIONS, OR CHANGES, AND FOR RELAXATION OF PLANNING STANDARDS, FOR PROPERTIES ON THE GULF BREEZE HISTORIC LANDMARKS REGISTER
- G. ORDINANCE NO. 17-2019
 - i. AN ORDINANCE OF THE CITY OF GULF BREEZE, FLORIDA, ADDING A NEW ARTICLE IX TO SUBPART A, CHAPTER 2 OF THE

- CODE OF ORDINANCES; PROVIDING FOR A PROCUREMENT CODE AND FOR THE METHOD OF MAKING CONTRACTS AND INCURRING OBLIGATIONS FOR THE CURRENT OPERATION OF THE CITY; PROVIDING FOR ADOPTION OF A PURCHASING POLICIES AND PROCEDURES MANUAL; PROVIDING
- H. ORDINANCE NO. 01-2020
- i. AN ORDINANCE OF THE CITY OF GULF BREEZE, FLORIDA; AMENDING THE RETIREMENT PLAN AND TRUST FOR THE POLICE OFFICERS OF THE CITY OF GULF BREEZE; PROVIDING
- I. ORDINANCE NO. 03-2020
- i. AN ORDINANCE OF THE CITY OF GULF BREEZE, FLORIDA, AMENDING SECTION 2-172 OF THE CODE OF ORDINANCES REGARDING CHARITABLE GIVING TO ALLOW THE BOARD OF DIRECTORS OF THE CAPITAL TRUST AGENCY TO SET PROCEDURES FOR APPROVAL OF THE CAPITAL TRUST AGENCY'S EXPENDITURES FOR SUPPORT OF CHARITABLE ORGANIZATIONS;
- J. ORDINANCE NO. 04-2020
- i. AN ORDINANCE OF THE CITY OF GULF BREEZE FLORIDA, AMENDING SECTION 6-136 OF THE CODE OF ORDINANCES OF THE CITY OF GULF BREEZE, FLORIDA, RELATIVE TO PERMITTING REQUIREMENTS FOR SPECIAL BUSINESS EVENTS;
- K. ORDINANCE NO. 05-2020
- i. AN ORDINANCE OF THE CITY OF GULF BREEZE, FLORIDA, AMENDING SECTION 2-36 OF THE CODE OF ORDINANCES TO PROVIDE FOR THE PERMANENT CESSATION OF CITY COUNCIL EXECUTIVE MEETINGS ON THE WEDNESDAYS PRECEDING EACH REGULAR CITY COUNCIL MEETING; PROVIDING FOR SEVERABILITY; PROVIDING FOR CONFLICT; PROVIDING FOR CODIFICATION; AND, PROVIDING FOR AN EFFECTIVE DATE.
- L. ORDINANCE NO. 06-2020
- i. AN ORDINANCE OF THE CITY OF GULF BREEZE FLORIDA, AMENDING SECTION 20-41 OF THE CODE OF ORDINANCES OF THE CITY OF GULF BREEZE, FLORIDA, RELATIVE TO DEVELOPMENT LEVELS DEFINED; PROVIDING FOR REPEAL OF CONFLICTING ORDINANCES; PROVIDING FOR SEVERABILITY; AND PROVIDING FOR AN EFFECTIVE DATE.
- M. ORDINANCE NO. 07-2020
- i. AN ORDINANCE GRANTING TO GULF POWER COMPANY, ITS SUCCESSORS AND ASSIGNS, AN ELECTRIC FRANCHISE, IMPOSING PROVISIONS AND CONDITIONS RELATING THERETO, PROVIDING FOR MONTHLY PAYMENTS TO THE CITY OF GULF BREEZE,
- N. ORDINANCE NO. 08-2020
- i. AN ORDINANCE OF THE CITY OF GULF BREEZE, FLORIDA, AMENDING SECTION 2-1 OF THE CODE OF ORDINANCES REGARDING THE DEADLINE FOR QUALIFICATION OF CANDIDATES (From 30 days to 10 business days)
 - ii. The period for qualifying to become a candidate in any municipal election for mayor and city council shall open on the first Monday of August and close at 12:00 noon on the Friday ten (10) business days thereafter. Those seeking to qualify shall comply with applicable Florida statutory provisions, including provisions on payment of an election assessment, and shall also comply with provisions of the Florida Election Code applicable to municipalities. Chapters 97-106, including provisions on payment of a qualifying fee or use of the petition process in lieu of payment of the fee.
- O. RESOLUTION 12- 2020
- i. PANDEMIC EMERGENCY RESPONSE PLAN
 - ii. A RESOLUTION OF THE CITY OF GULF BREEZE, FLORIDA TO AMEND THE CITY OF GULF BREEZE DISASTER EMERGENCY RESPONSE PLAN RELATIVE TO PANDEMIC DISEASE; PROVIDING FOR REPEAL OF CONFLICTING POLICIES; AND, PROVIDING FOR AN EFFECTIVE DATE
- P. RESOLUTION 12-2020
- i. PARTICIPATION IN THE NETWORK OF AGE-FRIENDLY COMMUNITIES

- ii. A RESOLUTION OF THE CITY OF GULF BREEZE, FLORIDA TO AMEND THE CITY OF GULF BREEZE DISASTER EMERGENCY RESPONSE PLAN RELATIVE TO PANDEMIC DISEASE; PROVIDING FOR REPEAL OF CONFLICTING POLICIES; AND, PROVIDING FOR AN EFFECTIVE DATE

Q. RESOLUTION 19-2020

- i. A RESOLUTION OF THE CITY OF GULF BREEZE, FLORIDA, AUTHORIZING AND DIRECTING EXECUTION AND DELIVERY OF A JOINDER TO AGREEMENT AND DECLARATION OF TRUST CREATING AND ESTABLISHING THE FLORIDA LOCAL GOVERNMENT INVESTMENT TRUST
- ii. THE CITY DESIRES TO HAVE THE INVESTMENT FUNDS AVAILABLE IF THEY BECOME AN ADVANTAGEOUS INVESTMENT FOR THE CITY'S SURPLUS FUNDS; THE INVESTMENT POLICY ADOPTED PURSUANT TO SECTION 218.415, FLORIDA STATUTES, PERMITS INVESTMENT IN THE INVESTMENT FUNDS ESTABLISHED BY THE FLORIDA LOCAL GOVERNMENT INVESTMENT TRUST

R. RESOLUTION 24-2020

- i. SUSPENDED UTILITY CUTOFFS AND LATE FEES
- ii. A RESOLUTION OF THE CITY OF GULF BREEZE, FLORIDA DECLARING A STATE OF EMERGENCY TO IMPLEMENT ADDITIONAL MEASURES RELATED TO COVID-19 AND APPROVING THE TEMPORARY SUSPENSION OF UTILITY LATE FEES AND DISCONNECTIONS FOR FAILURE TO PAY.

S. RESOLUTION 25-2020

- i. ADOPTED NEW PERSONNEL MANUAL
- ii. A RESOLUTION OF THE CITY OF GULF BREEZE, FLORIDA, TO AMEND THE CITY'S PERSONNEL MANUAL

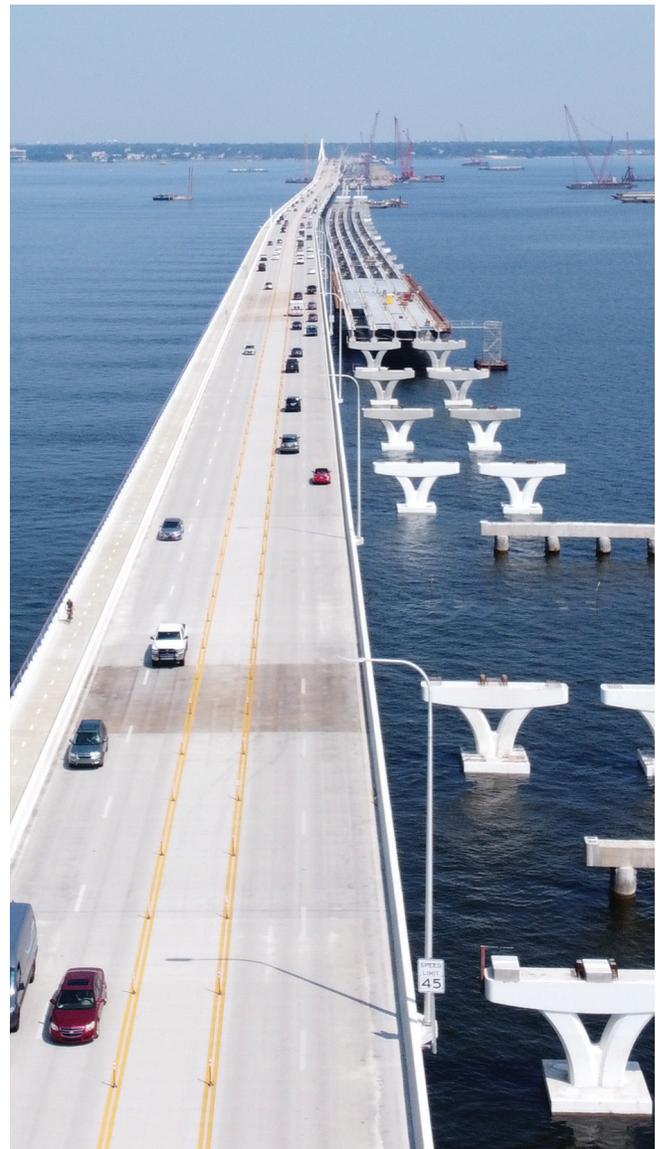
T. RESOLUTION 26-2020

- i. A RESOLUTION OF THE CITY OF GULF BREEZE, FLORIDA STATING ITS COMMITMENT TO THE CITY'S ALTERNATIVE PROPOSAL TO THE SANTA ROSA COUNTY RESTORE COUNCIL AND THE SANTA ROSA COUNTY BOARD OF COUNTY COMMISSIONERS TO EXPAND THE

TIGER POINT WASTEWATER TREATMENT & RECLAMATION FACILITY

U. RESOLUTION 44-2020

- i. A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GULF BREEZE, FLORIDA RELATING TO THE FLORIDA DEPARTMENT OF PROTECTION (FDEP) STATE REVOLVING LOAN FUND (SRF), ADOPTION OF THE WASTEWATER FACILITY SITE PLAN FOR THE IMPLEMENTATION OF A 1.5 MGD WASTEWATER TREATMENT FACILITY EXPANSION; PROVIDING FOR REPEAL OF CONFLICTING RESOLUTIONS; PROVIDING FOR SEVERABILITY; AND, PROVIDING FOR AN EFFECTIVE DATE



ADMINISTRATIVE SERVICES

The Administrative Service Department is the City's newest department consisting of the Administrative Services Director and Procurement and HR Generalist. This department oversees Human Resources and Procurement.

- A. Human Resources statistics:
 - i. 60 new hires
 - ii. 14 rehires of previous employees
 - iii. 65 separations/terminations
- B. Procurement statistics:
 - i. 12 procurements over \$5,000
 - ii. 3 professional services
 - iii. 11 emergency purchases
 - iv. 2 sole source purchasing
- C. Development of Personnel Policy Manual
- D. Development of Purchasing Policy Manual

TECHNOLOGY AND INNOVATION

- A. Increased city response time to citizens and customers emergencies and service inquiries with the deployment of Tawk.to website chat service which provides real-time availability across all city departments at no cost to City. This service proved instrumental in assisting staff and citizens during the COVID pandemic. Citizen usage of service jumped a dramatic 107% usage rate during the crisis.
- B. Increased City's social media presence by adding Pinterest to reach an additional audience of 10,000 people
- C. Implemented real-time ransomware and malware threat detection system for end-users which increased security for staff
- D. Increased web site security with the to deter brute force hacking of the city's main website
- E. Utilized in house digital marketing to shoot,

create, edit and market over 160 videos to reach over 100,000 views with over 28,280 minutes viewed from our social media platforms to disseminate City communications to 8 different social media platforms, including City website in 2020.

- F. Migrated all City Hall servers and communication devices to the modernized uninterruptible power system and security hardened rack for servers to increase uptime and to mitigate damage from service outages and natural disasters
- G. Increased staff ransomware awareness and readiness by achieving a 100% non-penetration rate for staff email testing
- H. Increased staff security and health safety with promoting use of Microsoft Teams during COVID pandemic which saw a dramatic usage rate of 487% from all staff working remotely and essential personnel
- I. Migrated South Santa Rosa Utilities System and Waste Water Treatment Plant from DSL to fiber which increased network speeds from 1 Mbps to 4 Mbps, which implements a more robust and resilient statewide network communication system. Increased uptime and network healing allowing staff to remote in from a faster network
- J. Increased onsite network switches uptime and self-elasticity with the installation of Cisco Meraki switch at the Waste Water Treatment Plant. Less downtime and faster diagnosing of problems
- K. Increased citizen engagement on all social media platforms comparing years 2019 to 2020 with consistent dissemination of information to citizens and customers. We have increased Facebook followers by 14%. On Twitter, increased followers by 9.3%. On Instagram, increased followers by 11.76% and LinkedIn increased followers by 25.88%
- L. Increased staff security and health safety with promoting use of remote accessing software TeamViewer during the COVID pandemic which saw a dramatic usage rate of 117% from staff working remotely
- M. Increased citizen and City Council health and safety by deploying YouTube Live for City Council

Meetings during COVID 19 Pandemic broadcasting live and made available to a combined audience of 2,317 to date

- N. Made available and promoted the usage of online digital forms and QR code online payment for all departments prior to COVID event which made work flow processes continue with no hiccups during ramp up of pandemic
- O. Made ready deployment of information technology material and equipment with 100% readiness so essential personnel and remote workers could perform their respective duties with little to zero impedance
- P. Created and deployed a free open broadcasting system to Livestream critical municipal and administrative meetings saving the City of Gulf Breeze thousands of dollars in annual costs

ACCOUNTING/FINANCE

The Accounting Office during the twelve-month period, beginning October 1, 2019 to September 30, 2020 averaged the following:

- A. Processed 6,909 invoices for a total of \$16,833,415
- B. Processed 3,704 direct deposits for a total of \$4,921,465
- C. Processed 2,800 purchasing card transactions for an approximate total of \$678,431
- D. Processed 26 wire payments for debt and insurance payments for a total of \$5,847,011
- E. 60 new hires processed
- F. Received GFOA Certificate of Achievement for Excellence in Financial Reporting
- G. Completion of the state operations audit coordination efforts
- H. Zero findings in the FY 2019 external financial audit

UTILITY BILLING

- A. Statistics:
 - i. 1,904 average monthly calls handled
 - ii. 337 average monthly customers served at front window
 - iii. 142 average monthly customers at risk of cutoff notified via phone, text, or voicemail
 - iv. 142 average monthly customers actually subject to cutoff
- B. Employee Staffing: The Utility Billing Department hired two new Customer Service Specialists. One of the new hires was promoted to a Utility Account Specialist. Michelle Connolly was reclassified from Senior Customer Service Specialist to Assistant Utility Billing Supervisor.
- C. Senior Citizen Services: 392 City residents receive Senior Citizen services
- D. Deferral Improvements: A payment deferral procedure for COVID-19 related requests was approved and implemented. This type of deferral is utilized when a resident is not able to pay their utility bill due to loss of income or other hardship brought on by COVID-19. The Utility Billing Department processed a total of 195 COVID-19 payment deferral requests
- E. Employee Training: KNOWBE4 – Ransomware and COVID-19
- F. Policy Implementation: Adopted 3/20/2020 - Resolution 21-2020 – All service fees charged for online utility payments are hereby suspended and will not be charged to customers. A financial hardship application (COVID-19 Pandemic Payment Deferral Request) was made available to residents financially impacted by the pandemic
- G. Resolution 24-2020: Effective 4/1/2020 - Suspending late fees and disconnections for failure to make timely payment on utility accounts
- H. Reimplemented past due/reconnect fees and resumed cut off for severely past due accounts (2+ months past due) on 8/4/2020
- I. Effective 9/29/2020 - City Hall Lobby reopens for walk-on service

PARKS AND RECREATION

- A. Arbor Day Celebration: The 2020 Arbor Day Celebrations included ceremonies for Driftwood Garden Club and Dogwood Garden Club that were both held on Friday, January 17, 2020
- i. The first ceremony hosted by the Driftwood Garden Club took place at 10am on the front steps of City Hall. This Garden Club donated and dedicated a Live Oak Tree in memory of Marita Rhodes a 31-year City Employee. The Parks and Recreation Department planted this tree between City Hall and the neighboring condominiums where Mrs. Rhodes lived. A picnic table was also donated and will be placed at the new and improved splash pad. After the program the over 65 participants were invited into City Hall to enjoy refreshments. Marita's family were also in attendance and were grateful for the dedication of the tree in her memory
 - ii. At 2pm, the Dogwood Garden Club hosted their Arbor Day Ceremony at the toddler playground between the softball fields. This club also donated a Live Oak that was planted by the Parks and Recreation Department where the ceremony was held. With over 35 in attendance, this National Garden Club Incorporated Member gave a short presentation on the importance of conservation before reciting the Conversation Pledge
- B. Tree City Recognition: This year marked the 30th Year that the City of Gulf Breeze was designated as a Certified Tree City. The Tree City USA Program provides direction, assistance and national recognition for our community. This achievement is accomplished through meeting the four-core standards
- i. Maintaining a tree board or department
 - ii. Having a community tree ordinance
 - iii. Spending at least \$ 2.00 per capacity on urban forestry
 - iv. Annual Arbor Day Celebration
- C. Splash Pad: The Lee Family made a donation of \$5,000.00 for the 2nd Splash Pad Shade Structure. The plans to hold a second grand opening and recognition ceremony was put on HOLD due to COVID
- D. GBSA Sports:
- i. Boys Lacrosse - 89 participants
 - ii. Girls Lacrosse - 48 participants
 - iii. Baseball- 307 participants
 - iv. Softball- 72 participants
 - v. Flag football- 164 participants
 - vi. Cheerleading- 111 participants
 - vii. Soccer- 392 participants



- viii. Volleyball- 131 participants
- ix. Basketball- 411 participants
- E. Youth Sports Social Distancing Guidelines: Currently, The City of Gulf Breeze Parks and Recreation Department has allowed the use of all fields as long as they strictly adhere to the ten-person maximum group size, six-foot separation rules. This requires a typical team with a roster of twelve players to split into two groups and practice on two separate fields, assisted by multiple coaches.
- F. Art Instructional Class: The Recreation Center hosted the 1st Art Instructional class on Saturday, February 8, 2020 from 9:00 a.m. – 1:00 p.m. Local Artist, Fred Brownell taught six participants how to paint on canvas with acrylics. The class was \$ 35.00 per person and were provided with a canvas, paints, brushes, and a fun learning environment. This workshop was a huge success with six participants and we are looking forward to hosting another one in the near future.
- G. Varsity Cheerleading Workshop: The Gulf Breeze Sports Association Cheerleading Group hosted a two-day Workshop on August 1 & 2. Ninety-four girls were taught cheerleading skills by the National organization called Varsity. The groups were divided by age division and every room at the Recreation Center was utilized to ensure that this program stayed within the CDC Guidelines
- H. Hurricane Sally: The Parks and Recreation Department converted and staffed the Community Center as an Emergency Operations Center providing meals and lodging for responders and citizens. The department distributed over 2300 cases of water to citizens and secured the damaged portions of Shoreline Park South immediately. After the storm surge receded, boat launches re-opened after securing damaged launch decks. Also completed the damaged portions of the Swimming/Fishing piers at Shoreline Park South and Vista Park.
- I. Youth Appreciation Event (February 28, 2020): This is an annual event in conjunction with the Optimist Club
- J. COVID-19: By March, the Pandemic Plan was fully in place and most programs and services were suspended. The Parks Division remained Essential Employees and part time staff were re-assigned on a rotating schedule to assist with Park Monitoring and Gate Attendant. Covid pay was being provided to all staff to maintain the necessary precautions that will enable them to be available to work when called upon to do so.
- K. Class of 2020 Rock: Graduating Seniors were invited on Friday and Saturday, May 22nd and May 23, 12-4 PM to leave their mark on a new, annual graduation tribute at Gulf Breeze Shoreline Park. The Parks and Recreation Department provided paint and brushes for seniors to leave their signature on a new Class of 2020 rock.
 - i. The "Rock" is a 60-Year-Old, 14-ton section of the Pensacola Bay Bridge which has been specially cut for the class of 2020 tribute. The milestone bridge replacement project kicked off freshman year of the 2020 class, with the new bridge the largest such project in Northwest Florida History
 - ii. Additionally, a 12' tall tribute cypress tree was installed by Grassroots Wood Company, featuring a carved message to grads, installation of the tribute tree is planned for this Saturday, During rock signing hours. This Saturday, May 23, marked the originally-scheduled graduation day for the Class of 2020.
- L. Reverse Holiday Parade: The Parks and Recreation Department hosted the First Annual "Reverse Holiday Parade" on Saturday, December 12, 2020 from 5:00 p.m. to 8:00 p.m. Visitors experienced displays of seasonal lights, music entertainment and treats while driving down Community Center Lane. Traditional Parade participants and local community celebrities lined the route and provided holiday cheer to families and visitors as they drove through the parade route. The parade route ended with Santa Clause waving to all children as they exited the park. Over 800 cars drove through the exhibit before the rain came.
 - i. The Community Development Department also passed out Coupons so that the first 100 citizens could enter into a drawing for a \$ 100.00 gift card to local shop to help support the Save The Breeze Initiative.

POLICE DEPARTMENT

A. Statistics:

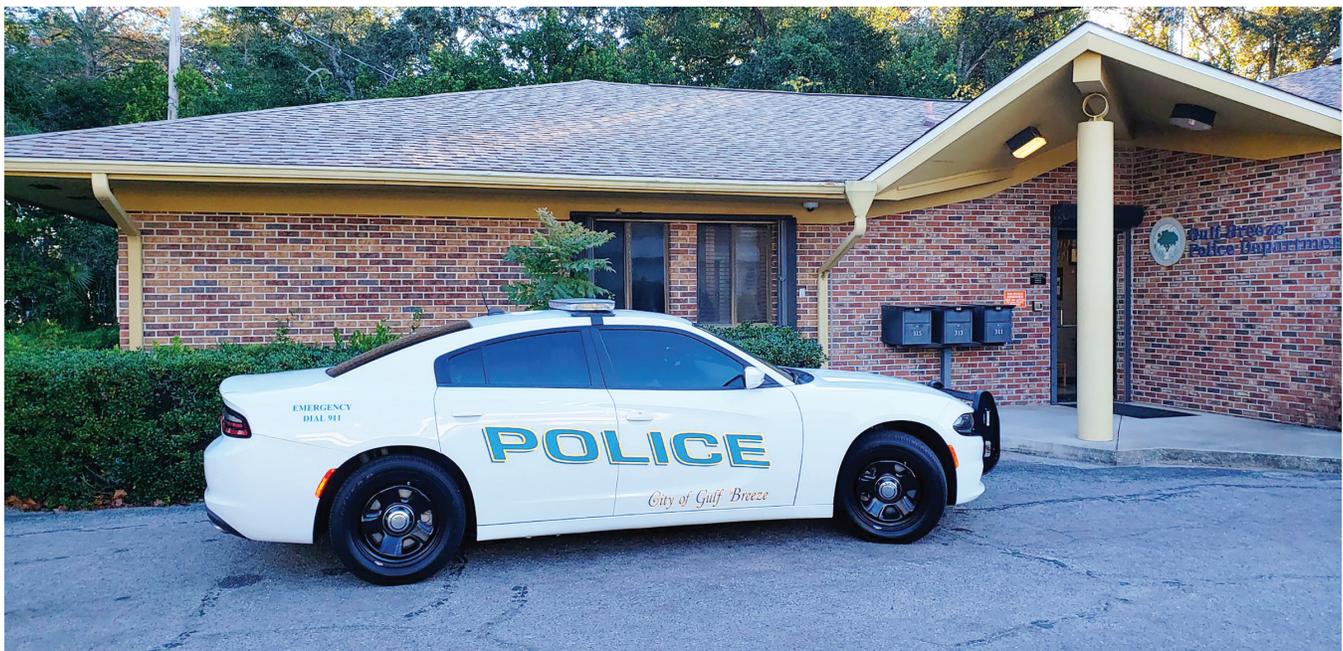
- i. 205 Crashes
- ii. 3455 Traffic Stops
- iii. 1,730 Citations
- iv. 236 Arrests
- v. 675 Incident Reports
- vi. 23,636 CAD Reports
- vii. 26,360 calls to 911 (this is lower than the previous year due to an upgrade in the phone system)

B. Excelsior Accreditation: The Police Department received Reaccreditation with its third Excelsior status. It received its initial Accreditation in 1999. Agencies have to be reaccredited every three years. To receive the Excelsior Award Status, agencies first need to be awarded five successful reaccreditations with no conditions.

C. Traffic Safety Challenge: The Gulf Breeze Police Department placed 2nd in this year's Florida Law Enforcement Traffic Safety Challenge. The police department competed against 37 other agencies of our size during this past year. The FLETSC is a Florida Department of Transportation (FDOT)

program rewarding agencies that are leaders in traffic safety. The challenge supports the goal of encouraging increased statewide enforcement of traffic safety laws to reduce traffic crashes, serious injuries and fatalities

- D. Hurricane Sally: During Hurricane Sally, Sergeant Skelton, Officer Brandon Scapin and Officer Simms rescued a disabled and wheelchair bound man that was trapped on the lower floor of his home in an elevator that was beginning to flood with storm surge. The officers displayed outstanding performance by their decisive actions in this dangerous situation. Each officer, without hesitation, voluntarily placed their personal safety at risk in order to rescue a citizen who was himself, in a life-threatening situation. Each officer was awarded the Meritorious Service Ribbon
- E. Officer of the Year: Inv Beth Goff
- F. Lisa Melton received a proclamation for her exemplary leadership and service preparing for and responding during Hurricane Sally.
- G. Chief of Police Rick Hawthorne was appointed as a Commissioner to the Commission for Florida Law Enforcement Accreditation



FIRE DEPARTMENT

A. Incidents by type:

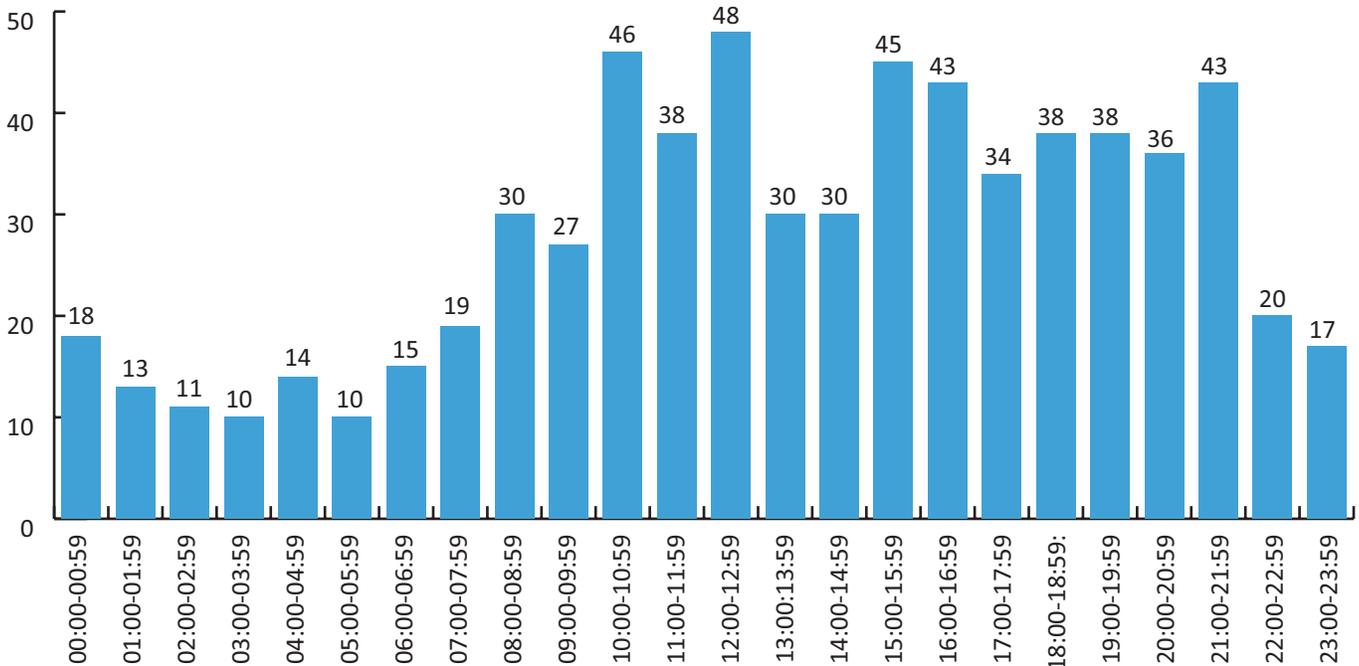
i. Fires:	25	iv. Service Call:	42
ii. Rescue and Emergency Medical Services:	276	v. Good Intent Call:	200
iii. Hazardous Condition:	81	vi. False Alarm & False Call:	47
		vii. Special Incidents:	2

FIRST ON SCENE RESPONSE TIMES

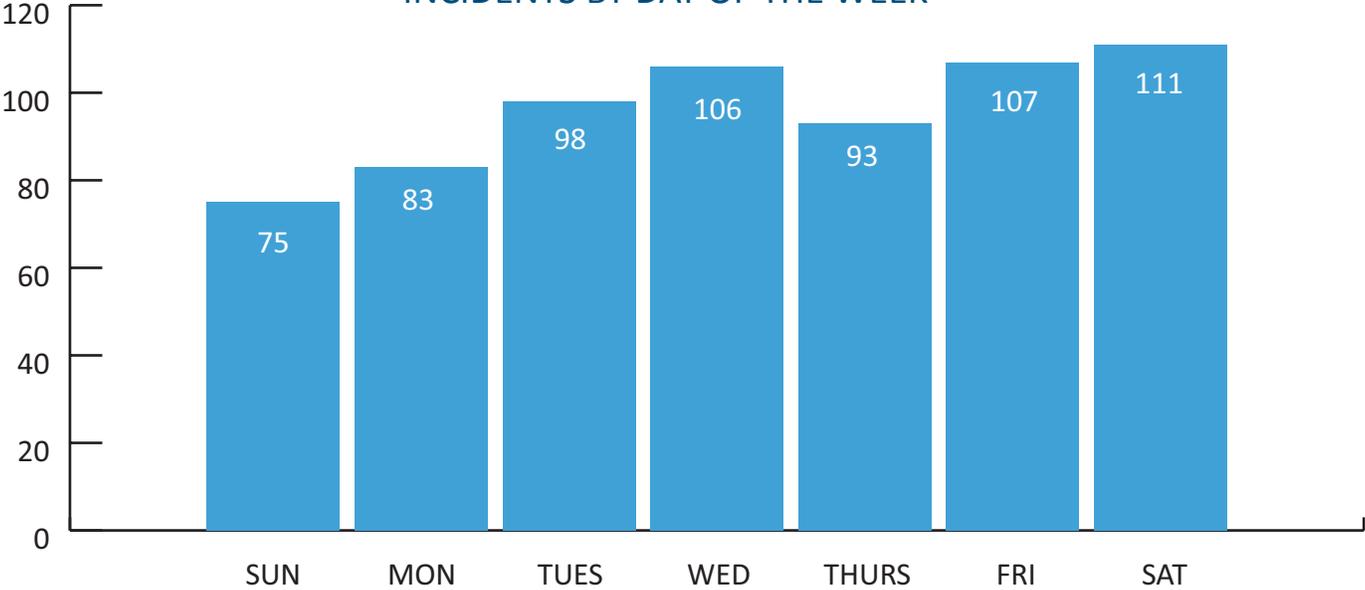
Average response time: 4.98 minutes



INCIDENTS BY HOUR OF THE DAY



INCIDENTS BY DAY OF THE WEEK



INCIDENTS BY MONTH



Average personnel on scene per incident: 4.7 | Total incidents: 673

WATER, SEWER, AND WASTEWATER TREATMENT

A. Statistics:

- i. 335.378 MG of City Drinking Water Produced
- ii. 371.781 MG of SSRUS Drinking Water Produced
- iii. 5.377 MG of Water Purchased From ECUA
- iv. 16.300 MG of Water Purchased from Midway
- v. 735.12 MG- Total Drinking Water Produced From FRUS
- vi. 57.77 inches of rain
- vii. 247 Emergency/ After Hours Repairs
- viii. 244 Water Leaks Repaired
- ix. 67 Meter Exchanges
- x. 50 New Service Taps: 27 Water, 23 Sewer
- xi. 475 Completed Backflow Preventor tests
- xii. 629.24 million gallons of effluent flow through the plant this FY
- xiii. 170.368 million gallons of reuse effluent went to Golf irrigation
- xiv. 277.516 million gallons of reuse effluent went to reuse customers
- xv. 125.726 million gallons of reuse effluent went to the ERS spray fields
- xvi. 37.892 million gallons of reuse effluent went to the W.C.P.H

B. Sewer Collections System

- i. 68 Fats Oils and Grease Program (FOG) inspections completed
- ii. 15 FOG Certificates of Delivery for new businesses
- iii. 33 new FOG programs implemented
- iv. Completed the Gulf Isles lift station redesign and rehab project
- v. Completed the Bengal Road lift station redesign and rehab project
- vi. Stand by generator repairs and rehab project 80% complete

- vii. Explosion proof pump replacement project 75% completed
- viii. Florida Ave lift station base and plumbing project complete
- ix. Installed new plumbing and bases in Live Oak lift station
- x. Installed new plumbing and bases in Hidden Shores lift station
- xi. Rehabbed valve boxes at Mariner Golf Villas, Sea Shadow and Edgewater lift stations
- xii. Eliminated pump issues at Waterford Sound lift station by installing 2 new 20 HP pumps
- xiii. Rehabbed and coated 2 manholes with Raven Coating System to control I&I (Inflow and infiltration)
- xiv. Assisted with several manhole and sewer main relocates associated with the East District Storm Drain Project

C. WWTF

- i. 613 work orders completed for preventative maintenance
- ii. 84.63 inches of rain at the WWTF
- iii. Replaced all the flights and shoes in the sludge thickeners
- iv. Replaced backwash pump for the East sand filter, and made repairs to the shoe
- v. Repaired 35hp Master Lift Station pump
- vi. Replaced 125hp blower VFD
- vii. Replaced the panel for the influent screens
- viii. Replaced 4 submersible mixers in or process basins
- ix. Repaired both gear boxes on the centrifuge
- x. Repaired sludge pump #2 on centrifuge
- xi. Rebuilt one vertical turbine irrigation pump
- xii. All major components in the sludge thickener basin were replaced
- xiii. Installed 2 new 75hp pump motors for the west course irrigation pump house
- xiv. Replaced 4 submersible mixers the process basins, a 125hp blower variable frequency drive for dissolved oxygen control, and a

- 6.5hp backwash pump in the east sand filter
 - xv. Biosolids dewatering centrifuge was sent to the manufacture for a major overhaul which was recommended at 21,000 hours of service. This will extend the life of the \$300,000 machine purchased in 2007 for another 10 to 20 years
 - xvi. Constructed and installed a 12-foot by 12-foot expanded metal screen around the existing intake screen of the reuse booster pump station along with installing 75ft of floating boom around the screen to control the intake of excessive algae. Added 12 synergistic diffusers in the reuse storage pond to help maintain oxygen levels and control excessive algae growth.
 - xvii. Narrative: “The Tiger Point Wastewater Treatment Facility (WWTF) 1.5MGD upgrade design is nearing completion and this project will be going out to bid in the coming months with the end of construction planned for November 2022. The upgrade will increase the capacity from 2.0 MGD to 3.5 MGD in order to meet the population growth demand in south Santa Rosa County. Nearly all of the end products from the wastewater treatment process are reused for beneficial use. The treated effluent is disinfected and filtered in accordance with the Florida Department of Environmental Protection standards for reclaim water turf irrigation. The treated solids, called biosolids are hauled and applied to agricultural fields for soils stabilization. The remaining waste by-products including paper products, sand and grit which are disposed in the Santa Rosa County landfill. For FY2020, the WWTF produced 629.24 million gallons of treated effluent water that was used for irrigation. The residential and commercial irrigation customers used 277.516 million gallons while the Tiger Point Golf Course sprayed 170.368 million gallons for golf irrigation. The remaining 134 million gallons was disposed on the Eastern Reuse Sites (ERS) spray fields and the old west course. The WWTF received 84.63 inches of rain in FY2020 with 19.14 inches coming on the night Hurricane Sally hit. The facility produced 311.60 dry tons of biosolids which were land applied to agricultural fields in Burnt Corn Alabama for soil stabilization.”
- D. WCPH
 - i. Bought 3 new 75hp motors 2 to replace ones damaged by Hurricane Sally and 1 spare
 - ii. 35hp vertical turbine pump repaired
 - E. ECPH: Completely new pump station installed as part of the new irrigation system
 - F. Reuse Pond
 - i. After an algae bloom, staff installed a large screen around original intake screen
 - ii. Purchased a diffuser system to help keep oxygen levels
 - iii. Received chemical treatments
 - G. Drinking Water Distribution System
 - i. Assisted with approximately 100 water main relocates associated with the Villa Venyce and East District Stormwater Projects
 - ii. Replaced 5 fire hydrants
 - iii. Installed 10 new valves to help isolate water mains
 - iv. Completed Villa Venyce water main upgrades
 - v. Completed Maplewood Drive water main upgrade project
 - H. City Drinking Water Booster Station
 - i. Rebuilt pump #2 and #3.
 - ii. Replaced the controls for CNG auxiliary pump
 - iii. Ground storage tank cleaned and inspected
 - I. SSRUS Drinking Water Booster Station
 - i. New building ventilation system installed
 - ii. New chemical feed vault constructed on the main
 - iii. New CNG vehicle fueling station
 - iv. Ground storage tank cleaned and inspected
 - J. Oaks Elevated Water Storage Tank: inspected
 - K. City Elevated Water Storage Tank: Inspected and scheduled to be blasted and recoated in 2021



STREETS & STORMWATER

A. Statistics:

- i. 40 lf of sidewalk removed/repaired
- ii. 50 potholes repaired
- iii. 3 tons of vegetative debris removed from storm drains
- iv. 148 street signs straightened
- v. 31 street signs replaced
- vi. 42 street signs identified for future replacement

B. Narrative: “Since 1961, when the City of Gulf Breeze was chartered as a municipality, the area has seen great changes to its natural landscape. With these changes the need for Streets and Stormwater management has evolved. Over the past several decades, the City has developed an extensive inventory of stormwater and streets infrastructure, which includes: 16 outfalls to a receiving body of water, over 300 curb/surface inlets, several miles of underground conveyance pipe, and several miles of asphalt.

This infrastructure is in place to collect and convey stormwater runoff, protect the properties of the residents of the City of Gulf Breeze, and provide for the safe/free flow of traffic. In 2020, the City’s administration saw the need to help maintain this infrastructure and preserve and enhance the unique natural landscapes the City offers. This led to the creation of a new division called the Natural Resources Division, responsible for managing the natural landscapes and for the maintenance and repair of all the Stormwater components, Streets, and Sidewalks located throughout Gulf Breeze Proper. With the devastation of Hurricane Sally, the Division performed well and is in the process of updating and improving several components of the City’s aging infrastructure.”

C. Accomplishments:

- i. Went from the Streets and Stormwater Division to the Natural Resources Division
- ii. Created a Natural Resources Supervisor position and provided a dedicated staff of 4 technicians
- iii. Constructed concrete pad for “Lookout” hill

SOLID WASTE

A. Statistics:

- i. 3,033 customers
- ii. 11,040 cubic yards of debris removed
- iii. 510 cubic yards of scrap metal removed
- iv. 47 appliances removed
- v. 91 city loads removed
- vi. 117 tons of wood chips removed

B. Narrative: “The Solid Waste Fund is responsible for the collection of garbage and recyclables within City limits, and operation of the City’s small drop off center (“transfer station”). The Public Services Department assumed management of the fund in FY 2019, overseeing operations and supervising employees. With the busy Hurricane Season, the Transfer Station and the City’s Garbage Vendor, Republic Services, saw a tremendous uptick for vegetative debris removal.”

- C. Accomplishments: Hired a fulltime Transfer Station Supervisor and created (2) part time positions that used to be filled through temporary staffing agencies.

NATURAL GAS

- A. Statistics:
 - i. 343 Gas Availabilities
 - ii. 198 New Gas Services
 - iii. 124 Gas Rebates
- B. Narrative: “The Natural Gas System currently serves 4,515 customers through a network of gas mains measuring 162 miles in length. The System’s service territory extends from Peake’s Point eastward to Shannon Road located in Holley-Navarre. In 2020 the Division saw impacts of the Covid-19 pandemic, Hurricane Sally, and 6” Gas Main Break on Pensacola Beach. However, that didn’t slow down the desire for folks to install Natural Gas in the south end of the County. As expected, the south end of Santa Rosa County has continued to grow and so have the number of Natural Gas Customers! 2020 saw the addition of 192 new gas services, which was on par with the number of new customers from 2019 at 208. The City of Gulf Breeze is continuing to provide high quality service and natural gas to the residents of the south end of Santa Rosa County. Currently, the Division is also responsible for maintaining the safety of the natural gas pipeline and has an annual audit through the State’s Public Service Commission, which it passed after reconciling one minor infraction with the need for turning emergency valves. The Division also coordinates closely with the Development Services division regarding new, or relocation Natural Gas Services/ Mains. Two major projects included the 17th Avenue 8” gas main relocation across Pensacola Bay and the Florida Avenue Gas Main relocation relating to the Bear/Florida Avenue drainage project.”
- C. Employee Staffing/Recognitions:
 - i. FY20-21 Natural Gas Division increased from 10 employees to 12 employees

- ii. Sandi Bush Promoted from Service Worker III to Lead Service Worker
- iii. Randy Black received a Proclamation from the Mayor and Council for his outstanding efforts relating to Hurricane Sally
- iv. Staff continues to maintain their Operator Qualification through EWN’s online program
- v. Drafted several Standard Operation Procedures to include: Gas Availabilities, New Gas Service, and Rebates Program

- D. Gas Marketing:
 - i. Hired new Gas Marketing Customer Service Representative
 - ii. Redesigned Natural Gas Marketing Logo
 - iii. Redesigned Natural Gas Website
 - iv. Completed Public Awareness Survey
 - v. Website continues to gain more attention
 - vi. Continued safety campaign through informative commercials, social media posts
 - vii. Rebranding with New Logo and New Slogan “Your Style, Your Comfort, Your Energy”
- E. Accomplishments:
 - i. Construction of City Hall CNG
 - ii. City Hall Fuels System Update
 - iii. Bay Bridge 8” Gas Transmission Main Relocation
 - iv. Purchased a new Mini-Excavator
 - v. Purchased a new towable Air Compressor
 - vi. Purchased a new vehicle for Gas Supervisor
 - vii. Added additional Natural Gas Service Technicians to help with growth

DEVELOPMENT SERVICES

The Public Services Department Development Services division was established in 2020 to coordinate the major capital projects within the Public Services arena as well as other City departments. The Department is led by the Development Services Manager who oversees two project managers, the electrical technician, the construction coordinator,

and the GIS coordinator. The function of the division is two provide inter-department coordination of major construction projects, mapping of all City systems, review and inspection of developer constructed utility systems to be turned over to the City and management of the centralized communications for meters.

- A. Oversaw the warranty replacement of 4,000 water meters originally installed in 2014 due to the potential for manufacturing defects.
- B. Oversaw two ongoing stormwater projects worth \$3 million, with another \$1.8 million project in the design phase.
- C. Responsible for the coordination of the Highway 98 utility relocations for water, sewer and gas as part of the widening of the roadway by FDOT. The design and construction will be performed by the FDOT design-build contractor. The \$1.9 million relocations of those utilities will span two years of the four-year project.
- D. Responsible for coordination of the RESTORE Act grants applied for and obtained through Santa Rosa County. The City is currently approved by the County for \$10 million in stormwater, wastewater treatment and septic tank elimination projects.
- E. Created the first GIS coordinator position for the City. This position provides a consistent mapping and coordination of the City's facilities and infrastructure. The GIS system will map all City owned land, buildings, water/sewer/reclaimed gas infrastructure, irrigation wells and stormwater facilities.
- F. Approves and inspects developer installed infrastructure for water and sewer facilities. In FY2020, the division reviewed new projects for over 400 new residential lots as well as the ongoing construction of 630 lots. The impact fees collected for the utilities in 2020 from these activities was over \$2 million.
- G. Provided assistance in the sale of the driving range and 45 acres of the west course of the Tiger Point Golf Course. The division coordinated required surveying and provided technical review and details for easements covering utilities and effluent disposal.
- H. Administered paving projects - In FY2020, contractor's paved 2.8 miles of roadway. The roads completed include Breeze Lane, Julia Way, York Street, Cumberland Avenue, Warwick Street, Surrey Drive and portions of Dolphin Street, Bay Cliffs Road, Plantation Hill Road and North Sunset Avenue. The City is also in design phase for paving and drainage improvements in the Highpoint Drive area.

TRAFFIC SAFETY AND CALMING

- A. Narrative: "The City Manager created an interdepartmental working group to evaluate citizen concerns for traffic safety concerns in 2019. The goal of the group is to determine the extent of the problems reported by citizens and the feasible actions that may be taken to alleviate the issues without unduly impeding the free flow of traffic. Citizens can report issues through a questionnaire on the City's website at <http://cityofgulfbreeze.us/report-a-residential-traffic-issue>. Over the past year, due to Covid-19 Concerns, the Traffic Calming Committee has only met two times. However, traffic studies/analysis were performed for the following Streets:
 - i. Hibiscus Avenue
 - ii. Highpoint Drive
 - iii. Northcliffe Drive
- B. Projects Completed:
 - i. Daniel Drive Round About
 - ii. Speed Cushions Andrew Jackson Trail
 - iii. Speed Cushions Kennilworth Avenue

SIDEWALKS

- A. Staff created a sidewalk maintenance map with a breakdown of the sidewalks into groups for scheduled maintenance. Group B was completed in 2020. Any uneven edge between sections of walkway that is ¼ or higher is considered a possible trip hazard.
- B. To efficiently address these hazards, staff utilized the expertise of Precision Sidewalk Safety, which

utilizes a patented grinding system to smooth out the imperfections. Areas that were greater than 2.5 inches are addressed by staff, and typically involves removing the bad section and pouring new concrete.

- C. Precision Sidewalk Safety made 101 repairs to Nightingale Drive, and all of the sidewalk that leads to the Schools, or 4,214 inch/feet repaired.”

CRA

- A. Highway 98 Multimodal Overpass and State Road 399 Redesign Study – The project involved developing conceptual designs for the safe multimodal connection between east-west portions of the City that are bisected by Highway 98 and also develop a design concept for the redesign of the Highway 98 and State Road 399 Interchange (Pensacola Beach Road).
- B. Shoreline & 98 Streetscape Plans – Improvements at the intersection was part of the Shoreline Drive paving project. The City utilized WAS design consultants for the landscape plans, incorporating extensive plantings and a decorative crosswalk.
- C. Landscape Maintenance – The CRA managed landscape maintenance for the 98 and 399 corridors including mowing, weeding, mulching, irrigation, plant management, sod treatment and tree trimming
- D. Florida Redevelopment Agency annual conference – Staff attended the annual Florida Redevelopment Association Conference in Tampa for networking opportunities and to learn best practices from leaders in redevelopment
- E. Northcliffe Neighborhood entrance sign – This project included working with the Northcliffe neighborhood to develop a neighborhood entrance sign with the purpose of clearly delineating residential and commercial area. This planning process and improvement was part of the Northcliffe Neighborhood Enhancement Plan
- F. Multi-Use Pathway (MUP) & Wetlands trail Boardwalk (WTB) Design - Staff finalized the design and permitting for the MUP and WTB. These design documents culminated a year’s long effort of gathering input.
- G. UWF Recovery Grant - The Santa Rosa County Small Business COVID-19 Recovery Grant Program was created in partnership with Florida Small Business Development Council at the University of West Florida to assist businesses throughout Santa Rosa County impacted by the ongoing COVID-19 pandemic. This program was designed to help businesses with less than 20 employees with a storefront that has experienced a 25% reduction in business. The CRA contributed \$27,500 to this program in support of local businesses
- H. BargeOWeen - The COVID pandemic, Hurricane Sally and the closure of the Pensacola Bay Bridge, caused by rogue barges put unprecedented pressure on Gulf Breeze businesses. Barge-O-Ween was a unique trick or treat style event that included food, live music, candy, fun and cash vouchers aimed at supporting our local businesses. Several thousand residents attended in support of this program. An after-action survey indicated that the program was successful and generated new leads and customers for our local businesses
- I. Yiftee Gift Card – In partnership with the #Savethebreeze Facebook page, the city started the Savethebreeze Gift Card. It is an eGift Card that can be used wherever you might use a gift card, but instead of national brands, it works in our local shops and restaurants in the area. Customers can send anniversary, graduation, and birthday gifts to friends and family through a simple text or email. Businesses can even send eCards in bulk as employee rewards. This allows a unique opportunity to keep local dollars local.

CODE ENFORCEMENT

- A. Permits Given:
 - i. Accessory Structure: 24
 - ii. Addition: 11
 - iii. Demolition: 11
 - iv. Dock/Pier: 21
 - v. Fence: 119
 - vi. Miscellaneous: 9
 - vii. Multi-family Unit: 1

viii. New SFR:	22
ix. Pool:	40
x. Portable Storage Container:	32
xi. Renovation/Remodel:	11
xii. Screened enclosure:	3
xiii. Sign:	20
xiv. Seawall:	5
xv. Tent:	1
xvi. Tree Removal:	94
xvii. Zoning Verification (Commercial):	15
xviii. Zoning Verification (Residential):	76
xix. Variance:	10
B. Cases:	
i. Architectural Review Board:	0
ii. Board of Adjustment:	4
iii. Development Review Board:	9
C. Enforcements:	
i. Animal Control:	2
ii. Damaged Property:	1
iii. Dumpster in Street:	1
iv. Excessive Alarms:	1
v. Exterior Storage:	1
vi. Inoperable Vehicle:	10
vii. LDC Violations:	11
viii. Miscellaneous Violations:	5
ix. Noise Violations:	4
x. ROW Violations:	4
xi. Prohibited Parking:	11
xii. Permit Required:	67
xiii. Pool Fencing:	4
xiv. PSC Violations:	29
xv. Prohibited Sign:	2
xvi. Public Nuisance:	88
xvii. Refuse Container Violation:	3
xviii. Unauthorized Construction:	11
xix. Unauthorized Tree Removal:	14

xx. Unlicensed Business:	14
xxi. Unsafe Structure:	3
xxii. Weeds/Grass:	21
xxiii. Zoning Violation:	11
D. BTR Fees	
i. Apartment Houses:	1
ii. Assembly:	25
iii. Business:	211
iv. Healthcare:	9
v. Hotel:	1
vi. Insurance:	174
vii. Merchant:	25
viii. Professional Service:	79
ix. Storage:	4
x. Golf Cart:	21

COVID SCREENINGS

A. City Hall	
i. June:	326
ii. July:	304
iii. August:	305
iv. September:	279
v. October:	427
vi. November:	374
vii. December:	354
viii. Total:	2,369
B. Rec Center	
i. June:	1,566
ii. July:	703
iii. August:	674
iv. September:	867
v. October:	1,924
vi. November:	778
vii. December:	806
viii. Total:	7,318
C. Total screenings:	9,687
D. Average screenings per month for City Hall & Rec Center:	1,383.86

TIGER POINT GOLF COURSE

- A. 2020 started off slow through the winter as the full course irrigation renovation was completed. The 120-day project started on the 1st of November and went through the end of February. During this time frame the course had one to three holes closed each day and it hampered our rounds and revenue. At the end of February, we were 1,545 rounds behind budget and had lost \$204,347. Most of that number was because golfers didn't want to play the course while holes were closed.
- B. March 1st started a new chapter in course conditions at the golf course. We had 100% coverage with our new irrigation system, and it was 100% operational. This allowed for the grass to grow in the areas that previously had gaps in coverage. It provided a more consistent course condition from tee to green. The rounds grew each month as the course continued to show improvement with the new irrigation system.
- C. We opened our new range on April 1st and the new practice green opened a couple weeks later. They have both been a hit. The ability to hit a bucket of balls and then go chip and putt on a green close by was very popular with locals. The practice area stayed busy from the spring through the summer. A great practice facility is beneficial because most golfers play where they practice. Having the best practice facility around helped drive more rounds this year.
- D. During the last seven months of the year, we were able to drive more rounds and higher revenue than budget. The increased activity came from better course conditions along with more people wanting to be doing outdoor activities. We only had one month that we failed to make money operationally after March and that was September. Hurricane Sally shut the course down for 10 days so the course could be made safe for staff and the golfers. We lost an estimated 1,000 rounds and \$30,000 during the time we were closed. The course was busy again for the last couple days of the month after we reopened.
- E. We finished the year strong and were able to beat budget by \$38,555 and beat budgeted rounds by 2,369. 2020 we finished the fiscal year with 33,169 rounds which was the most we have had since the decision was made to drop down from 27 holes to 18 holes. The course conditions are the best they have been in years and this will have a positive impact on our area for years to come.





City of Gulf Breeze, Florida

P.O. Box 640
1070 Shoreline Drive

(850) 934-5100 • cityofgulfbreeze.us



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