

**Bay County Board of County Commissioners
Bay County Clerk of Court and Comptroller**

Action Plan for Panama City Beach Convention & Visitors Bureau

Purpose & Commitment to the Public

The Panama City Beach Convention & Visitors Bureau (CVB) is committed to full transparency, accountability, and responsible stewardship of public funds. This Plan outlines actions taken to address identified deficiencies, restore public trust, and prevent future fraud.

Background

A discovery of flagrant fraud identified the absence of adequate internal controls, formal policies, and oversight mechanisms. A criminal investigation and independent forensic audit are ongoing.

Immediate Actions Taken and Completed

- Restricted high-risk financial activity (cancelled current credit card program and initiated new account with current BOCC provider)
- Secured financial records and systems
- Implemented dual authorization for expenditures
- Limited system access
- Engaged third-party forensic auditors
- Established formal cooperation with law enforcement

Oversight & Governance Enhancements

Enhanced oversight of the CVB will be provided by the Bay County Clerk's Office including a clear delegation of authority and alignment of the same process as all other county departments including:

Financial Controls

- Segregation of duties
- Dual-signature requirements
- Independent bank reconciliations
- Annual external audits
- Implementing standardized budget process in line with BOCC
- Independent review of invoices (pre-audit) of all outgoing payments

Policies Review and Revamp including:

Procurement

- Written procurement policy
- Competitive bidding standards
- Conflict-of-interest disclosures
- Vendor vetting and contract tracking
- Credit card policy

Personnel & Ethics

- Formal HR policies
- Evaluate and document org structure
- Background checks for fiduciary roles
- Code of ethics
- Whistleblower protections
- Mandatory ethics training

Monitoring & Transparency

The CVB will provide periodic public updates, follow-up audits, and continuous risk assessments to ensure long-term integrity.

Commitment

This plan represents a comprehensive reset of governance and internal controls to ensure responsible management of public resources.