

Doing Things For You!

Pinellas County | 2016 Accomplishments



Our Vision
To Be the Standard for Public Service in America





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This icon denotes 2016
projects funded all or in part
by the Penny for Pinellas 1%
sales tax. See how the Penny
built a better Pinellas over
the past 26 years on page 11.

AT YOUR SERVICE... Board of County Commissioners

At-Large Districts



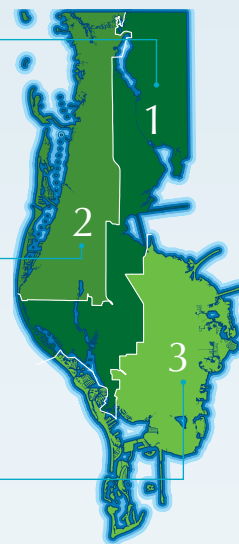
Janet C. Long
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Single-Member Districts



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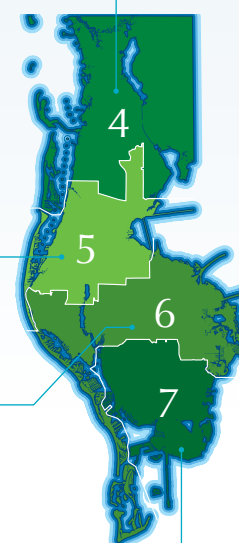
Karen Williams Seel
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MESSAGE FROM YOUR BOARD



We are pleased to present you with our **2016 Doing Things Accomplishments Report**, which highlights many of the things done over the past year to make Pinellas County an even better place for you to call home.

In 2016, we continued to focus on **Our Vision: To Be the Standard for Public Service in America**. With your input and our Strategic Plan as a compass, we set the policies and guidance for our staff of approximately 1,800 dedicated employees to keep **Doing Things for You!**

We continued to **Deliver First Class Services** by expanding opportunities for you to communicate with us through our community work sessions. To **Ensure Public Health, Safety and Welfare**, we strengthened our partnerships to protect you and prevent the spread of the Zika virus and other mosquito-borne illnesses.

Practicing Environmental Stewardship, we launched a special task force to address countywide wastewater and stormwater issues brought about by recent heavy rainfall.

To **Foster Economic Growth and Vitality**, we invested in communities of most need by supporting affordable housing and creating a plan to invest BP settlement funds. **Supporting a Quality Workforce**, we established a new training program to enhance workplace safety and inspired our youth about careers in public service.

These and many more of our **Doing Things** in 2016 are the result of our belief that **With Partners We Can Do More**. Through meaningful partnerships and public engagement, we worked to more closely align your experiences with your expectations of service.

As your Board of County Commissioners, we thank you, our Citizens, for another great year of working together for the betterment of Pinellas County. We look forward to continue fulfilling Our Vision and providing the leadership to do things that will take us to new levels of success into the future.

Pat Sevard

Janet C. Leary

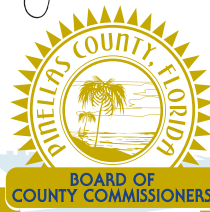
Karen Williams Seel

John Mourou

Kenneth T. Welch

Dave Eggus

Chad Johnson





What You're Telling Us

As a resident of Pinellas County, you are a valued partner. Because your trust and confidence is important to us, we conduct a Citizen Values Survey to hear from you and your neighbors. Each year, we learn about what we're doing well and what we could do better to meet your needs. This helps us invest in quality of life improvements, such as those funded by the Penny for Pinellas. In the next two pages, we include highlights from the 2016 survey and share how we are listening and continuing to work to provide your ideal standard of living.

You Love Living in Pinellas

Overall, we are doing great as a community. You would recommend Pinellas to others as a place to live, work, raise children and retire.



Live (94%)
Work (89%)
Raise Children (91%)
Retire (94%)

You Enjoy Our Quality of Life

Living in Pinellas has gotten better or is just as good as it was a few years ago. You are optimistic about the future and are well aware of the things that contribute to a better quality of life, including the Penny for Pinellas.

84%

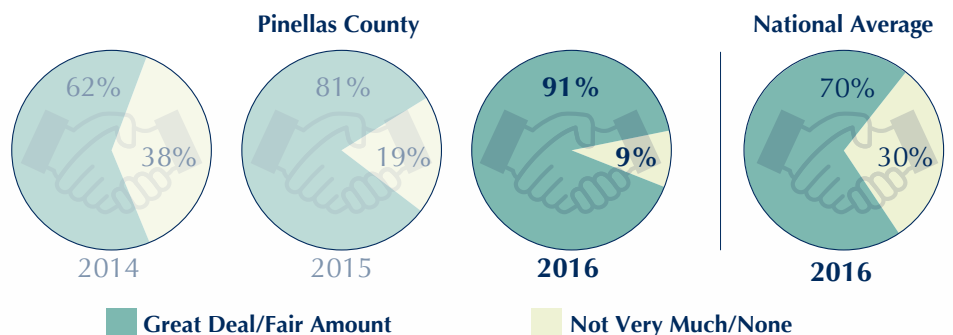
of our Citizens think our quality of life will be better or just as good 5 years from now.



9 in 10 Citizens are familiar with Penny for Pinellas.

You Trust Us

You have a great level of trust and confidence in the work that we do for you. We continue to get better and exceed the national average for trust in government.



Clearwater Memorial Causeway Bridge, a signature Penny for Pinellas project

How We're Listening


Top Areas of Satisfaction:

- ✓ Access to local government services
- ✓ Sense of community
- ✓ Employment opportunities
- ✓ Availability of parks and public spaces
- ✓ Cleanliness of public areas

Top Areas of Opportunity:

- ✓ Improved traffic flow
- ✓ Pedestrian safety
- ✓ Aging-friendly community
- ✓ Improved behavioral health services
- ✓ Support for the homeless

Improved Traffic Flow

 Penny for Pinellas funds will support the Florida Department of Transportation's Mid County Gateway Expressway Project. The Expressway will provide faster travel by increasing traffic flow capacity by nearly 90%. The 5-year construction effort is anticipated to begin in the summer of 2017.

Pedestrian Safety

To provide you safer access to the County's approximately 1,200 miles of sidewalks, we replaced over 40,000 square feet of damaged sidewalks. Additionally, new sidewalk was constructed to provide children safer access to their neighborhoods from centralized bus stops along these roadways: 66th Avenue (Seminole), South Highlands Avenue (Clearwater) and Pennsylvania Avenue (Palm Harbor).

Aging-Friendly Community

To continue serving our senior population and reach our goal of becoming an Aging-Friendly Community, we led initiatives such as:

- Launched Pinellas County Senior Connections website with links and dozens of resources on topics relevant to our seniors. Visit the website at PinellasCounty.org/HumanServices/Seniors.
- Conducted an Aging-Friendly Symposium to support the countywide mission of better meeting the needs of our seniors.
- We proclaimed August 21 as National Senior Citizens Day to bring awareness to the many services available to our seniors.

Improved Behavioral Health Services

We are supporting the Elevate program to help youth offenders obtain the mental and behavioral help they need. Funded by a grant from the Substance Abuse and Mental Health Services Administration, the program reduces crime and substance abuse among high-risk/high-need, nonviolent offenders ages 18-30. We also launched a High Utilizer Behavioral Health Pilot in partnership with community agencies to identify key issues that contribute to high use of the jail and the public crisis stabilization unit. The pilot program will address system gaps, as well as barriers to successful treatment, to achieve better services and outcomes for patients.

Support for the Homeless

To help residents in most need, we partnered with Catholic Charities Diocese of St. Petersburg to achieve installation of four Hope Cottages. Located in Clearwater, the new units will provide secure, temporary residences for homeless individuals while they work toward more stable housing.



Pinellas County's Strategic Plan: Doing Things to Serve the Public

Mission: Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority, and responsible management of public resources to meet the needs and concerns of our citizens today and tomorrow.



Deliver First Class Services to the Public and Our Customers

- 5.1 Maximize partner relationships and public outreach
- 5.2 Be responsible stewards of the public's resources
- 5.3 Ensure effective and efficient delivery of county services and support
- 5.4 Strive to exceed customer expectations



Ensure Public Health, Safety and Welfare

- 2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community
- 2.2 Be a facilitator, convener, and purchaser of services for those in need
- 2.3 Provide comprehensive services to connect our veterans and dependents to the benefits they have earned
- 2.4 Support programs that seek to prevent and remedy the causes of homelessness and move individuals and families from homelessness to permanent housing
- 2.5 Enhance pedestrian and bicycle safety



Practice Superior Environmental Stewardship

- 3.1 Implement green technologies and practices where practical
- 3.2 Preserve and manage environmental lands, beaches, parks, and historical assets
- 3.3 Protect and improve the quality of our water, air, and other natural resources
- 3.4 Reduce/reuse/recycle resources including energy, water, and solid waste



Foster Continual Economic Growth and Vitality

- 4.1 Proactively attract and retain businesses with targeted jobs to the county and the region
- 4.2 Invest in communities that need the most
- 4.3 Catalyze redevelopment through planning and regulatory programs
- 4.4 Invest in infrastructure to meet current and future needs
- 4.5 Provide safe and effective transportation systems to support the efficient flow of motorists, commerce, and regional connectivity
- 4.6 Support a vibrant community with recreation, arts, and culture to attract residents and visitors



Create a Quality Workforce in a Positive, Supportive Organization

- 1.1 Recruit, select, and retain the most diverse and talented workforce
- 1.2 Leverage, promote, and expand opportunities for workforce growth and development
- 1.3 Make workforce safety and wellness a priority
- 1.4 Maintain a fair and competitive compensation package



Deliver First Class Services to the Public and Our Customers

Serving you is our first priority. Whether it be by responding promptly to your phone calls, providing you with timely information or showing up to your neighborhood for a service request, know that we are only a call or click away.

Fostering Community Conversations

Listening to your recommendations and in keeping with our practice of being a transparent, open government, we held three community work sessions in Gulfport, Tarpon Springs and Pinellas Park. Additionally, we supported public outreach by taking part in several meetings hosted by community organizations and homeowner associations.

These events provided residents with opportunities to see us in action closer to home and learn about ongoing initiatives.

We also held our annual Community Conversation in partnership with St. Petersburg College - Seminole. The program welcomed an audience of thousands who joined in person, via blog, Facebook live streaming, telephone conference call, online and on PCC-TV. Our Citizens submitted or asked their questions, fostering additional conversations about topics important to them. These discussions will help drive our future plans, strategies and activities.





Deliver First Class Services to the Public and Our Customers

Providing You Superior Service

To make your travels – whether by foot or motor vehicle – smoother, our crews installed more than 600 feet of sidewalk, resurfaced more than 40 miles of road and paved almost 10 miles of street surface. Additionally, nearly 3,000 sidewalk repairs were completed to remove potential trip-and-fall hazards.

To keep dirt and debris from entering and potentially clogging your drainages and stormwater collection areas, crews swept more than 20,000 miles of street surface and cleared more than 6 million feet of ditches. This effort also contributes to keeping our bay and gulf waters clean.

Also protecting your investment in the structures that collect stormwater and prevent flooding, our staff inspected more than 1 million feet of pipe, repairing, replacing or lining thousands of them.



Helping our beach visitors keep water safety in mind while enjoying our natural environment, we installed 78 rip current warning signs throughout our beach-access parks.

Our dedicated volunteers worked more than 230,000 hours assisting County staff in serving you. Their volunteer work equals more than \$5 million in taxpayer savings. On any given day, you may see our volunteers at locations such as Animal

Services' Adoption Center, Heritage Village and The Florida Botanical Gardens.

During the spring, dozens of residents participated in our Pinellas Citizen University. This annual program gives interested participants an up-close and behind-the-scenes look at the many services provided by our departments. Learn how you can sign up at PinellasCounty.org/CitizenU.

Managing purchases properly, the County saved you more than \$250,000 through its credit card rebate program. The program facilitates the purchase of tools, equipment and other materials that enable us to complete repairs, field work and more.

Thanks to your notifications via the **Doing Things Mobile App**, County departments and other agency partners responded to more than 6,000

issues ranging from potholes and illegal dumping, to downed traffic signs and graffiti. Search "Pinellas County" in the Apple App Store or Google Play to download the app.



To help you better understand how the County spends and receives money, we launched OpenGov. This online program enables you to search through any budget topic, including expenses by department and property tax revenue. Visit PinellasCountyFL.OpenGov.com to explore our OpenGov platform.

Did You Know?

Pinellas County has the lowest per capita debt in the State of Florida.

This is the result of a strong focus on maximizing your tax dollars and using a pay-as-you-go approach to funding programs and services.

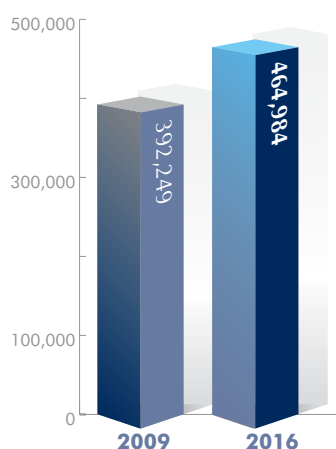




Foster Continual Economic Growth and Vitality

Creating high-wage jobs for you is essential to our community's future prosperity. In 2016, we continued to work toward this goal by strengthening our economy through business services, professional and technical outreach opportunities and partnerships. Additionally, we worked to give you more transportation choices and faster travel routes.

Attracting and Retaining Jobs



**Pinellas County Job Growth
2009 - 2016**

For the first time in nearly a decade, Pinellas County's unemployment rate dropped below 4%, with 464,984 Citizens employed in the County in September 2016. That's over 70,000 jobs that returned to our community since December 2009, the low of the Great Recession.

Here and abroad, we worked to create opportunities for Pinellas

County businesses. In partnership with the Tampa Bay Export Alliance, the County led a major trade mission to Costa Rica, resulting in \$12 million in projected sales for companies in the Tampa Bay area.

Just like you, we want our small businesses to grow and thrive. Thanks to our partnership with the Florida Small Business Development Center, local business owners are obtaining training and education services. Through these efforts, a dozen new businesses are set to open their doors in Pinellas, more than 700 jobs will be created or retained and our business community will garner \$150 million in sales.

Work also continued on 18 corporate relocations and expansions. Combined, these are projected to create more than 1,100 new jobs, keep 150 current jobs and provide an estimated \$116 million in capital investments in our community.

Recognizing some of the partnerships that made these and other successes possible, we highlighted various local businesses in our monthly "Thank You for Doing Business" recognitions presented at our Board meetings.





Foster Continual Economic Growth and Vitality

Supporting a Vibrant Community

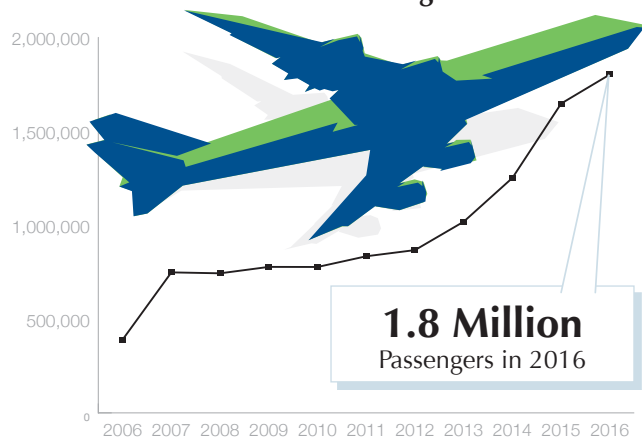
As a result of the Deepwater Horizon Oil Spill, the County received a \$7.1 million settlement from British Petroleum (BP). Projects were selected based on your input on how funds can be used to enhance our community. Money has been allocated to affordable housing, stormwater, arts and culture, community-based projects, youth sports and transportation, including electric bus charging stations. The charging stations will support Pinellas Suncoast Transit Authority's (PSTA) purchase of electric buses, helping to reduce emissions being released into the environment. Learn more at PinellasCounty.org/BPupdates.

Providing Safe and Effective Transportation



In an ongoing partnership with our beachfront municipalities, we sponsored traffic improvements for your safety at the Gulf-Causeway Boulevard intersection in the City of Belleair Beach. The project, part of the County's Gulf Boulevard Beautification Plan, will help better protect pedestrians and enhance traffic flow.

St. Pete-Clearwater International Airport (PIE)
Annual Passengers



Now offering non-stop flights to 56 destinations, PIE experienced a record year with a 12% increase in the number of travelers.

Helping our residents in need, we partnered with Habitat for Humanity to create more affordable housing options. With Community Development Block Grant funds, we supported construction of six new homes as part of the Martin's Glen development in West Lealman. Also, nine lots were made available in the Dansville community as part of redevelopment efforts in the area. Construction is underway on some of the homes, and others were completed in time for families to move in prior to the holidays.

Did You Know?

Overnight visitors and tourists enjoyed visiting, dining and staying in Pinellas, adding almost **\$40 million in direct economic benefit to our local businesses and community**. Approximately 1/3 of the Penny for Pinellas revenue is paid for by our tourists and seasonal visitors.



In partnership with the City of St. Petersburg, Hillsborough County and the City of Tampa, we funded a six-month pilot ferry program that connects St. Petersburg to downtown Tampa. The BP-funded project improves regional connectivity and provides another transportation choice for residents and visitors.





Environmental protection



Reduced flooding



Less traffic congestion

Penny For Pinellas WORKING FOR YOU



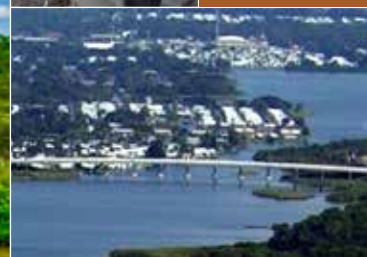
Safer communities



Public safety equipment



Faster commutes





From bridges that span our waterways to neighborhood parks, the Penny for Pinellas funds investments in areas that matter most to you: **faster travel** with 68 new lane miles, 16 major roads with added lanes, and rebuilt bridges; **safer communities** with more than 20 fire and public safety facilities built or renovated; **better water quality** with more than 150 projects to enhance our stormwater systems and flood control; and **protection of natural resources** with hundreds of acres of land preserved, upgrades to 21 parks and more than 50 new miles of multiuse trails.

Penny Facts

- 1% sales tax paid by everyone who spends money in the County.
- Thousands of County and city projects completed since 1990 without relying on your property tax dollars.
- Approximately 1/3 of revenue contributed by tourists and seasonal visitors, providing you more cost-savings.

On Nov. 7, 2017, you will have an opportunity to vote on the Penny renewal for 2020-2030.

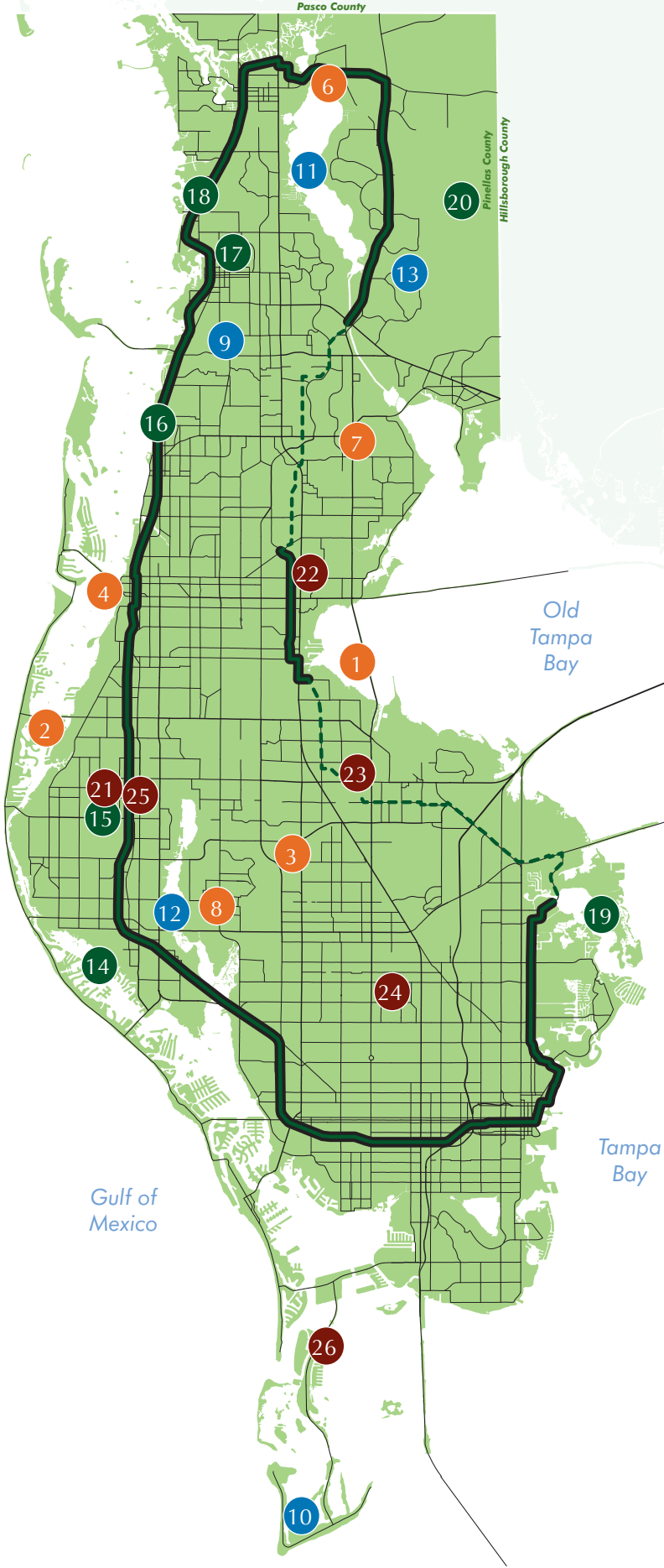
Building a Better Pinellas: Highlights of Penny Projects Through the Years

ROADS & BRIDGES

- 1] **Bayside Bridge**
Connecting 49th Street North to McMullen Booth Road, providing an alternate route to U.S. 19 for north-south travel across the County.
- 2] **Belleair Causeway Bridge**
Replacement of an aging bridge with a larger bridge for faster and safer travel to and from our barrier island communities.
- 3] **Bryan Dairy Road**
Widening sections from 4 to 6 lanes, allowing for a faster commute between I-275 and Starkey Road.
- 4] **Clearwater Memorial Causeway Bridge**
Connecting downtown Clearwater with Clearwater Beach. This is a partnership between the County and City of Clearwater.
- 5] **Countywide Pavement Preservation**
This program identifies heavily-used roadways to be resurfaced before they deteriorate, preventing potholes and extending the life of existing pavement. The Penny has supported the resurfacing of more than 1,000 miles of roads.
- 6] **Keystone Road**
Reconstruction and widening between U.S. 19 and East Lake Road from 2 to 4 lanes, reducing traffic congestion in North County.
- 7] **McMullen Booth Road**
Expansion and widening from Bayside Bridge to East Lake Road, providing faster travel from the East Lake area to the S.R. 60 corridor.
- 8] **Starkey Road Widening**
Widening of a section of Starkey Road/Park Street North from 4 to 6 lanes to increase safety and improve traffic flow.

WATER QUALITY & FLOOD CONTROL

- 9] **Bee Branch Erosion Control**
Increased flood protection for local residents through bank stabilization, erosion control and drainage structure replacement along Bee Branch Creek.
- 10] **Fort De Soto Water Circulation Project**
Construction of a water circulation bridge to allow better water flow in tidal areas of the park, protecting water quality and coastal habitat.
- 11] **Lake Tarpon Water Quality**
Construction of a regional stormwater system to provide water quality treatment of runoff within the Lake Tarpon watershed.
- 12] **Lake Seminole Water Quality**
Significant improvement to water quality with stormwater systems to treat area runoff, removing almost 60 tons of sediment and pollutants each year.
- 13] **Tarpon Woods Drainage Project**
Drainage improvements to reduce roadway flooding on Toniwood Lane and Brian Road in the Tarpon Woods subdivision (North County).



PARKS & ENVIRONMENT

- 14] **Boca Ciega Millennium Park**
New park on Boca Ciega Bay offering a 35-foot observation tower, picnic shelters, covered and barrier-free playground for kids, dog park, fishing access, a kayak launch and other amenities.
- 15] **Florida Botanical Gardens**
Development of 150-acre public garden that showcases flora, fauna and natural resources that promote environmentally-friendly gardening techniques.
- 16] **Fred Marquis Pinellas Trail**
Construction of the Fred Marquis Pinellas Trail, a 47-mile linear park and recreation trail that stretches from Tarpon Springs to St. Petersburg. The Penny is also funding expansions to link to a 70-mile loop. The trail is enjoyed by more than 600,000 Citizens and visitors each year.
- 17] **Palm Harbor Activity Center**
Expansion of community center to offer additional meeting space and recreational facilities.
- 18] **Wall Springs Park**
Land acquisition and other improvements to the park, including a water circulation bridge to enable better water flow. Additionally, the Penny funded purchase of more than 130 coastal acres of environmentally-sensitive lands with support from a state grant.
- 19] **Weedon Island Preserve Boardwalk**
Replacement of boardwalk and observation tower, offering visitors expansive views of this nearly 3,200-acre coastal preserve in Tampa Bay.
- 20] **Wilde Tract Environmental Land**
Preservation of almost 900 acres of environmentally-sensitive land next to Brooker Creek Preserve.

PUBLIC SAFETY & WELFARE

- 21] **Animal Services Facility**
State-of-the-art shelter and adoption center, allowing staff to improve care for animals by providing more comfortable kennels, increased ventilation and quarantine facilities.
- 22] **Emergency Responders Building**
This hurricane-resistant complex serves as the central location for the county's Public Works Highway division. Staff and equipment can be dispatched quickly before and after storms or other emergencies to repair roads, clear debris and provide you with other critical services.
- 23] **Pinellas County Justice Center**
Construction and improvements at the center, which houses 22 courtrooms, prisoner holding cells, a grand-jury room, a public law library and other facilities.
- 24] **Lealman Affordable Housing**
Almost 8 acres of land, including 53 housing units, purchased to support affordable housing in the Lealman community.
- 25] **Public Safety Complex**
Located the Regional 911 Center, Emergency Management and Sheriff's Office under one roof, allowing for better coordination of emergency response.
- 26] **Tierra Verde Fire Station**
Fire station providing faster emergency response to residents in the unincorporated Tierra Verde community. The station is one of more than 20 public safety facilities built or renovated countywide with the Penny.

See more of how the Penny built a better Pinellas using our interactive map at PinellasCounty.org/Penny.



Practice Superior Environmental Stewardship

Our green spaces and waterways are unparalleled. We remain committed to preserving, protecting and sharing their value. In 2016, we continued to partner with our municipalities and community groups on initiatives to protect the health and unique characteristics of our natural resources for you and future generations to enjoy.

Partnering to Preserve Our Environment

Regardless of where you live in Pinellas, access to healthy waterways is essential. To this end, we partnered with neighboring municipalities and private utility systems to create the Wastewater/Stormwater Task Force. The task force will provide long-term solutions to avoid and reduce spills, overflows and releases of wastewater into the environment. The team will also look into the potential for increasing capacity and effectiveness of sewer system and wastewater treatment structures.





Practice Superior Environmental Stewardship

Protecting Our Resources

We heard your concerns and took swift action to pass an anti-fracking ordinance. This activity is associated with collecting oil and gas from underground rocks and often results in harmful effects to the environment.

Our parks and preserves saw tremendous increase in attendance, with more than 18 million visitors (over a half million more than in the previous year). To support this growing interest, we re-opened the educational centers at Brooker Creek and Weedon Island preserves on Sundays.



In partnership with Duke Energy, we held a ground breaking ceremony for construction of the Pinellas Trail extension from Sunset Point Road to the Enterprise Road overpass at U.S. 19 in Clearwater. The trail will complete a 70-mile loop around the County, promoting interaction with our green areas and providing safe passage for pedestrians and cyclists.



In an ongoing partnership with Indian Rocks Beach to preserve and protect the natural environment, dune walkovers will soon be constructed or replaced at public beach access sites. The walkovers protect the dunes to reduce storm surge impacts and provide habitat for local wildlife.



Boaters and anglers now have convenient access to supplies while on the waterways, thanks to completion of the Belleair Causeway Bait House.



We took steps to prevent flooding that threatened homes and infrastructure in the Doral Mobile Home Park area in Clearwater. Situated at the union of three tributaries of Curlew Creek, neighbors will now benefit from a \$6 million channel stabilization and creek restoration.

Thanks to you, our recycling partners and our robust recycling programs, Pinellas County has the highest recycling rate in Florida at 89%. The Florida Department of Environmental Protection awarded this honor based on our 2015 recycling rate.



We continue to enhance one of your favorite parks. The new Fort De Soto recirculation bridge will improve water quality and fish habitat in the back bays surrounding the park.

If you live in an unincorporated area of the County, expect to see savings in your flood insurance costs. The County achieved an improved Community Rating System classification from the Federal Emergency Management Agency (FEMA) that will bring a 25% savings for policy holders. This means you could save at least an extra \$150 per year, all while making surface water cleaner.

Did You Know?

We are into renewable energy. **Our Waste-to-Energy facility processes over 800,000 tons of waste per year.** This provides electricity to power 40,000 homes per day through a partnership with Duke Energy.





Ensure Public Health, Safety and Welfare

You deserve a safe and secure community. In 2016, we facilitated more initiatives to provide essential services to you, our Veterans and those in most need. These important steps will help us build an even stronger community and improve your overall quality of life.



Partnering in Zika Prevention

Proactively responding to the threat of the Zika virus, we conducted aggressive mosquito control operations and kept you well informed. In September, we hosted a Zika roundtable discussion at St. Petersburg College-Tarpon Springs. Public health and safety experts from the County, University of South Florida and Florida Department of Health in Pinellas County discussed the virus, local prevention efforts and ways in which you can protect yourself. Find helpful tips at PinellasCounty.org/Mosquito.





Ensure Public Health, Safety and Welfare

Serving Our Veterans



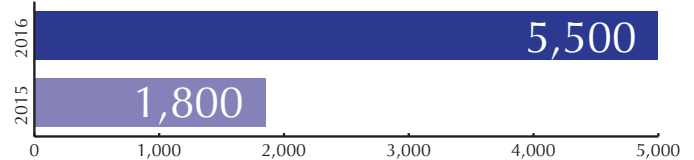
We value our local heroes. To provide them better access to the services and benefits they have earned, we have increased our outreach. As part of this effort, we hosted our first Veterans Services Connections event for Veterans and their families.

Veterans Services and St. Pete-Clearwater International Airport (PIE)

partners with Honor Flight to fly WWII, Korean War and Vietnam War Veterans to Washington, D.C. to visit the national war memorials. Since 2011, we have served close to 2,000 Veterans on 26 flights.

Veterans Services Outreach

Veterans and Families assisted*



* Through public outreach events



Protecting Our Customers

We continue to protect your hard-earned dollars from fraud and scams. Consumer Protection obtained more than \$600,000 in refunds, adjustments and restitution for victims. We also hosted our first Consumer Protection Fair in partnership with the Florida Department of Agriculture and Consumer Services, where consumers met with 13 state and local agencies and learned how to protect themselves.

Looking out for our countywide workforce, we adopted a Wage Theft Ordinance which has helped workers recover close to \$30,000 in lost wages so far.

Helping Our Homeless and Those in Most Need

The County's Human Services department was one of only 67 governments nationwide invited by the White House to participate in the Data-Driven Justice Initiative. The initiative's goal is to help disrupt the cycle of incarceration and keep low-risk offenders from re-entering the criminal justice system.

The Bayside Health Clinic opened next to one of the County's largest homeless shelters, giving more homeless Citizens access to important health services. Since opening, it has welcomed close to 1,000 medical and dental patients, and handled more than 2,700 visits. The clinic's 100% grant-funded services are provided in partnership with the Florida Department of Health in Pinellas County, the U.S. Department of Health and Human Services, the Sheriff's Office and local primary care agencies.





Ensure Public Health, Safety and Welfare

Advancing Public Safety



PENNY
FOR PINELLAS

When you call 911, you expect a prompt response. Radio towers facilitate communication between the Regional 911 Center and first responders so they can more quickly assist you. To ensure reliable communication among local fire departments, ambulances and law enforcement agencies, we constructed or replaced radio towers at five locations. There are 10 radio towers throughout the County.

Helping to keep our roads safe, we updated an ordinance to prevent the towing of vehicles from a property licensed to sell alcoholic beverages. This change gives intoxicated drivers an alternative to the risk of driving under the influence.

To help protect existing and potential victims of human trafficking, we adopted a public awareness sign ordinance requiring certain businesses to alert employees and the public about how to identify and report suspected human trafficking.



PENNY
FOR PINELLAS

After years of planning in partnership with the City of Largo, City of Belleair Bluffs and Town of Belleair, a ground breaking ceremony took place for the new Fire Station No. 43. Located in Belleair Bluffs, the centralized station will allow for even better first response to Citizens during emergencies.



Did You Know?

Alert Pinellas is a free program that keeps residents informed during emergency situations via phone call, text messaging and email. Sign up today at PinellasCounty.org/AlertPinellas.

Caring for Our Animals

Supporting our belief that **With Partners We Can Do More**, we developed strong partnerships to improve animal welfare:

- A partnership with the Society for Prevention of Cruelty to Animals (SPCA) Tampa Bay will help return as many animals as possible to their owners. SPCA Tampa Bay will accept owner-surrendered animals and Animal Services will accept strays.
- After-hours care to sick and injured stray animals brought to Animal Services will be serviced by the Animal Emergency Clinic of St. Petersburg. This partnership provides law enforcement officials responding to animal-involved incidents a secondary animal drop-off location that may be closer to their response area.

Animal Services adopts out an average of one animal per hour for every hour the adoption center is open. In 2016, our staff adopted out almost 3,800 cats and dogs, and accepted more than 2 tons in pet food donations. To adopt a pet or donate, visit PinellasCounty.org/AnimalServices.





Create a Quality Workforce in a Positive, Supportive Organization

We believe in supporting a diverse and talented workforce to provide you with superior services. To do this, we make professional development and workplace safety our priorities. We also encourage leadership and provide opportunities for employees to mentor and share experiences with our youth to inspire them about careers in public service.

As part of our collaborative workforce initiative to mentor our youth and encourage academic achievement, employees from 14 departments visited 15 schools throughout the County during the Great American Teach-In. Employees taught students in elementary through high school about careers in public service and offered hands-on learning opportunities, including Touch-A-Truck.



Hundreds of children learned about public service during the Great American Teach-In.

Staff worked closely with high school students of the Youth Advisory Committee (YAC) to inspire leadership and promote future involvement in local government.



"A lot of kids come into YAC not knowing that they have job opportunities in their own neighborhood, that they don't have to go out somewhere else, that they can encompass their interests in a career locally."

-Dayita Wable, YAC Chairwoman

Over the next 5 years, our employees will become Occupational Safety and Health Administration (OSHA) certified as part of a new training program to improve workplace safety. By providing this training in-house, we will save taxpayers over \$100,000.

Also supporting workplace safety, we launched an employee task force to develop more training opportunities and create a preparedness plan for unexpected events.

Approximately 1,800 Employees

22,000 Combined
Years of Service
to You

More than 200
New Hires in 2016

12 Years
Average Employee Tenure

Over 5,000 Hours
of Learning for
Students in Internships
and Externships

Doing Things Recognitions

We select an employee each month to award with a **Doing Things** Recognition for a continued commitment to **Deliver First Class Services to the Public and Our Customers**. Watch the “I Am Pinellas County” video series at PinellasCounty.org/DoingThings for an inside look at the services our employees proudly deliver to you every day.



James Abaka
Risk Management Specialist, Risk Management
Ensures on-the-job employee safety and safe public facilities



Lidell Golden, Jr.
Maintenance Specialist II, Utilities
Repairs reclaimed water and sewer systems



Robert Alexander
Crew Chief II, Public Works
Maintains bridges to provide efficient transportation routes



Carol Gray
Chief Ranger, Parks and Conservation Resources
Oversees the 47-mile Fred Marquis Pinellas Trail for the enjoyment of its 600,000 annual users



Alex Campbell
Office Specialist, Parks and Conservation Resources
Assists residents and guests visiting parks and preserves



Derwood "DJ" Jones
Animal Control Officer, Animal Services
Enforces animal ordinances to protect pets and Citizens



Chuck Fry
Senior Electrical/Mechanical Technician, Utilities
Ensures efficiency of water reclamation resources at South Cross Bayou



Ova Moore
Craftworker III, Real Estate Management
Maintains, repairs and paints County facilities

Awarding Excellence

The following awards highlight our dedication to meet your needs by achieving our Strategic Plan goals. These are just a few of the milestones we reached this year as we fulfill **Our Vision: To Be The Standard for Public Service in America**.

Convention and Visitors Bureau

- Meetings and Conventions Gold Service Award
- Pinnacle Award for top Destination Marketing Organizations in the Southeast
- Visit Florida Henry Flagler Award for virtual reality headsets. Get a 360° glimpse of one of the top destinations of the U.S. at VisitStPeteClearwater.com/360-videos

Doing Things Recognitions



Roberto Quijada
Craftworker II, Real Estate Management
Secures entrances and doorways in the County Justice Center



Jason Stuck
Entomology Technician, Mosquito Control
Prevents the spread of mosquito-borne illnesses



Monique Savas
Administrative Support Supervisor, St. Pete.-Clearwater Intl. Airport
Manages staff and coordinates airport events for Citizens



Natasha Suarez
Planning Analyst, Community Development
Educates low-income residents about affordable housing

Doing Things All-Stars

Our **Doing Things** All-Stars, selected among our **Doing Things** Recognition recipients, have exceeded customer expectations in providing exceptional public service. These five individuals were honored at the County's 2016 In-Service Day for their excellent work.



Sandy Wilson
Volunteer Program Project Manager, Parks and Conservation Resources
Coordinates, recruits and trains hundreds of volunteers



Bob Barter
Fleet Management



Thomas Breedlove
Parks & Conservation Resources



Rosa Garcia
Purchasing



Lidell Golden, Jr.
Utilities



Deneta Jones
Traffic Engineering

Economic Development

- Silver Excellence in Economic Development Award for creating the Tampa Bay Export Alliance in partnership with the Tampa Hillsborough Economic Development Corporation

Human Services

- Angel Award for Hope Cottages Project in partnership with Catholic Charities

Office of Management and Budget

- Government Finance Officers Association Distinguished Budget Presentation Award

Purchasing

- National Purchasing Institute Achievement of Excellence in Procurement Award

St. Pete - Clearwater International Airport

- Florida Airports Council Aviation Leadership Award

Utilities

- Florida Water Environment Association Earle B. Phelps Award for the South Cross Bayou Water Reclamation Facility



With Partners We Can Do More

We recognize the importance of building lasting relationships with our partners. That includes our municipalities, local and state agencies, community groups and, most importantly, you - our Citizens. By coming together, we can do greater and better things for all who call Pinellas County home.



Every child deserves to grow up and thrive in a safe environment. Supporting this belief, we partnered with the Juvenile Welfare Board of Pinellas County and various other agencies to designate April as Child Abuse Prevention month.

Believing in our youth's potential, we work with the Pinellas Sheriff's Police Athletic League (PAL) in Lealman to provide a safe and positive environment for children in need of adult guidance. This joint effort facilitates mentoring, tutoring, health initiatives, family services and recreational programming.



Encouraging support for victims and survivors of crime across America, we partnered with multiple local organizations to proclaim National Crime Victims' Rights Week in April.



With Partners We Can Do More

The fast and high-quality level of patient services provided by the Bayside Health Clinic in Clearwater and the Mobile Medical Unit earned them a Level 1 Patient Centered Medical Home recognition. The honor was awarded by the National Committee on Quality Assurance to our Human Services department and the Florida Department of Health in Pinellas County.



Honoring our diverse community, we recognized the achievements of Hispanic residents in Pinellas County and across the country during National Hispanic Heritage Month in September.

During weather emergencies, we work around the clock to keep you informed and prepared. We do this by coordinating with our local, regional and state partners, just as we did in 2016 in response to Tropical Storm Colin and hurricanes Hermine and Matthew.



To help make the holidays a little brighter for those in most need, employees donated more than \$7,500 toward the purchase of nearly 100 bicycles as part of the 30th Annual Bicycle Drive. The bikes were gifted to customers of the Family Housing Assistance Program and the Holiday Lane Market Place Program of the Personal Enrichment through Mental Health Services, as well as children of local Veterans.

