



PROGRAM FOR PUBLIC INFORMATION (PPI)

PINELLAS COUNTY PROGRAM FOR PUBLIC INFORMATION

Prepared for:

Pinellas County, Florida

Prepared by:

Jones Edmunds & Associates, Inc.

324 S. Hyde Park Ave, Suite 250

Tampa, Florida 33606

And

McKiernan Consulting Services LLC

402 Columbia Dr.

Tampa, Florida 33606

Project No. 16450-044-02

RECORD OF REVISIONS

[illegible]

TABLE OF CONTENTS

1	BACKGROUND.....	1
2	PPI Committee	1
2.1	Partnership Development Strategy	2
3	Public Information Needs Assessment	3
3.1	Target Areas and Audiences.....	3
3.2	Ongoing public information efforts	8
4	Messages and outcomes	8
4.1	Publicity and Dissemination of Messages.....	10
5	PPI Projects.....	12
6	Outreach Initiatives	13
6.1	Flood Information Branding.....	13
6.2	Flood Information Website	14
6.3	Flood Map Information Service	14
6.4	Flood Information Phone Line	15
6.5	Real Estate Disclosure Program	15
6.6	Flood Protection Assistance and Advisory Service.....	15
6.7	Flood Insurance Coverage Improvement Plan	16
6.8	Floodplain Management Planning.....	16
6.9	Natural Functions Open Space Educational Materials	16
6.10	Stream Dumping Regulation	18
6.11	Emergency Warnings and Notifications	18
6.12	CRS Support for Municipalities	19

7	Annual Evaluation and Updates	19
8	Plan adoption	20
	Bibliography	1
Appendix 1	PPI Committee Meetings	1
Appendix 2	Ongoing Outreach and Flood Response Projects	1
Appendix 3	PPI Project Sheets	1
Appendix 4	Annual Project Evaluations	1
Appendix 5	FRP Package	1
Appendix 6	Pinellas County Commission Approval	1
Appendix 7	Pinellas County Commission Annual Update	2

LIST OF FIGURES

Figure 1	PPI Planning Process	1
Figure 2	PPI Committee and Meeting Attendees, June 2016.....	2
Figure 3	Pinellas County Age of Development	4
Figure 4	Storm Surge	5
Figure 5	Flood Prone Areas	5
Figure 6	Frequency of Use of Sources of Information (Data from Fort Collins Citizen Survey, 2015).....	11

LIST OF TABLES

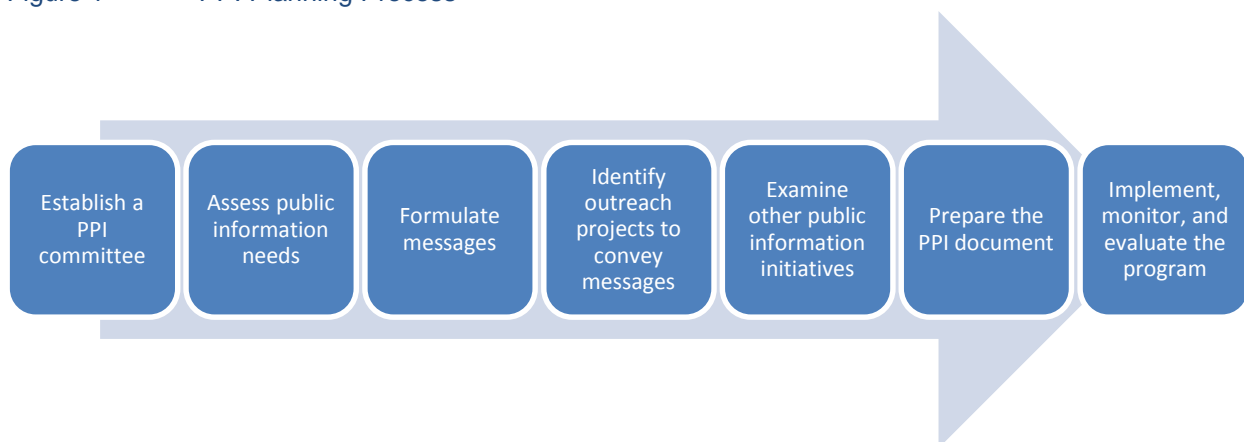
Table 1	PPI Committee Members.....	2
Table 2	Target Audiences	7
Table 3	PPI Messages & Outcomes	9
Table 4	Pinellas County Parks and Preserves Selected for Outreach Evaluation	17

1 BACKGROUND

Pinellas County is impacted by riverine, storm surge, and localized flooding in low lying areas. As such, Pinellas County has a number of ongoing outreach efforts with goals to increase flood hazard awareness and to motivate actions to reduce flood damage, encourage flood insurance coverage, and protect the natural functions of floodplains. Additionally, agencies, such as Sea Grant and Tampa Bay Regional Planning Council, and the County's 24 municipalities have outreach centered on flood protection and awareness. The County initiated this Program for Public Information (PPI) in 2014 to coordinate public information activities and develop activities that will lead to more effective programs.

The PPI was introduced by the Federal Emergency Management Agency (FEMA) as a new planning tool to provide a step-by-step coordinated approach to flood hazard outreach, which Pinellas County followed in developing this PPI (Figure 1). The County's purpose in developing this plan is to improve communication with citizens, and to provide information about flood hazards, flood safety, flood insurance, and ways to protect property and natural floodplain functions to those who can benefit from it. Although this information is being effectively shared throughout the County, this program will better coordinate messages and materials, standardize the information being shared, and make it more accessible to County staff as well as the other local governments and agencies within the County.

Figure 1 PPI Planning Process



2 PPI COMMITTEE

The role of the PPI Committee is to provide input about target audiences, types and delivery of messages, and insight into ongoing efforts in the community. The Pinellas County PPI committee has members from both inside and outside the local government. Staff from Pinellas County Public Works, Marketing and Communications, Watershed Protection, Environmental Management, Planning and Development Services, and Department of Emergency Management worked together with active members of the community, including representatives of the insurance, real-estate, mortgage-lending industries, neighborhood associations, and Tampa Bay Regional Planning Council (TBRPC), to develop and implement this plan. (Table 1 and Figure 2). Formation of the committee and preparation of the PPI Document followed the steps outlined in the 2013 CRS Coordinators Manual, Section 330, Developing a Program for Public Information. The Committee met four times during the initial development of this plan and continues to meet several times each year to monitor and update the plan.

Table 1 PPI Committee Members

Name	Affiliation
Lisa Foster, CFM	Pinellas County Public Works, Floodplain Coordinator
Irena Karolak	Pinellas County Marketing and Communications, Public Information Specialist
Sally Bishop	Pinellas County Emergency Management, Director
Renea Vincent, AICP	Pinellas County Planning, Manager
Anamarie Rivera	Pinellas County Watershed Protection Section, Senior Environmental Specialist
Dawn Lindgren	Pinellas County Public Works, Technical Service Project Coordinator
Ray Neri	Lealman Neighborhoods, President
Brady Smith	Tampa Bay Regional Planning Council Principal Planner
Tom Shelly	Town of Bellair, Commissioner; Sunshine Home Sales & Commercial Brokerage, Real Estate Broker, Sales Manager
Joe Farrell	Pinellas Realtor Organization, Director of Governmental Affairs
Noah Taylor	Resident; City of St. Petersburg, Community Rating System Coordinator
Sarah Kessler	Resident; City of Clearwater CRS Coordinator
Kimberly Harr	Harr & Associates Insurance, Inc.
Patty Latshaw	Wright Flood, Principal Flood Coordinator and National CRS Working Group
Katherine Howington	Bankers Insurance
Diana Harvey	Mortgage Loan Originator, Homeside

Figure 2 PPI Committee and Meeting Attendees, June 2016



2.1 PARTNERSHIP DEVELOPMENT STRATEGY

The PPI Partnership Development Strategy is the PPI Committee's plan for identifying and recruiting new committee members to improve upon and facilitate the long-term success of the PPI and to coordinate with stakeholders to assist with outreach efforts. The Committee recognizes the importance of having extensive input and partners to ensure appropriate target audiences are receiving the best messages at the right time.

One objective is to increase coordination with agencies and organizations that may have information relative to the County's floodplain management efforts. Members of the PPI Committee have coordinated with ONE BAY to host an annual presentation to their members at one of their meetings to provide an

overview of the County's floodplain management efforts, including the PPI and LMS, ask for input or relative data or studies that they may have, and offer them an opportunity to participate in the County efforts. The presenter will either be a member of the PPI Committee or a stakeholder.

The second objective is to increase dissemination of time sensitive information. For example, Neighborhood Association board members can help relay pertinent information, such as the procedure for residents returning to their homes after a flood has occurred. Although the County's Flood Response Preparations Package also includes numerous notifications for residents, adding another avenue to relay information will ensure more people are notified and will reinforce the messages.

The Members of the PPI Committee will compile a contact list and reach out to active members of the community, such as:

- Contacts in Flood-prone areas
- Neighborhood association boards
- City managers

3 PUBLIC INFORMATION NEEDS ASSESSMENT

Each year, the PPI committee considers the County's flood problems, evaluates who needs to be informed about flood related topics, and reviews the inventory of projects that are already underway.

3.1 TARGET AREAS AND AUDIENCES

Pinellas County was established January 1, 1912. With almost a million residents, Pinellas County is the most densely populated County in Florida with over 3,300 people per square mile. Much of the development in the County occurred prior to implementation of floodplain management and flood damage prevention requirements in the 1970s. Additionally, much of that development occurred in areas that are now classified as Special Flood Hazard Areas (SFHA) on the FEMA Flood Insurance Rate Maps (FIRM).

Structures, such as homes and businesses, that were built prior to the adoption of the first FIRM are considered pre-FIRM and may not have been built above the base flood elevation (BFE). Properties developed after the FIRM adoption, post-FIRM, were built to the BFE at the time of development, which may have changed after construction if a more accurate study and map update was done. Therefore, some post-FIRM properties may be subject to flood risk as well. Figure 3 shows the pre-FIRM and Post-FIRM development across the County.

The latest FIRMs show over 20,000 acres of Special Flood Hazard Area in Unincorporated Pinellas County. Unincorporated Pinellas County has over 30,000 structures in the SFHA. In addition to the SFHA flood risk identified in the FIRMs, there is a risk of flooding from storm surge in Pinellas County (Figure 4). Although most of the properties in the storm surge area are included in the SFHA, there are some that are not. There are also historically flood prone areas throughout the County, some of which are located outside of the SFHA and storm surge areas, such as low lying areas where conveyance is susceptible to back up from tidal tailwater. Additionally, there are repetitive loss areas, which include properties for which two or more claims of more than \$1,000 have been paid by the National Flood Insurance Program (NFIP) within any 10-year period since 1978 and all nearby properties with the same or similar flooding conditions. Many of the properties that do not fall into these flood prone areas are in a FIRM low-risk area, where, with severe precipitation (500-year storm), may experience flooding.

Figure 3 Pinellas County Age of Development

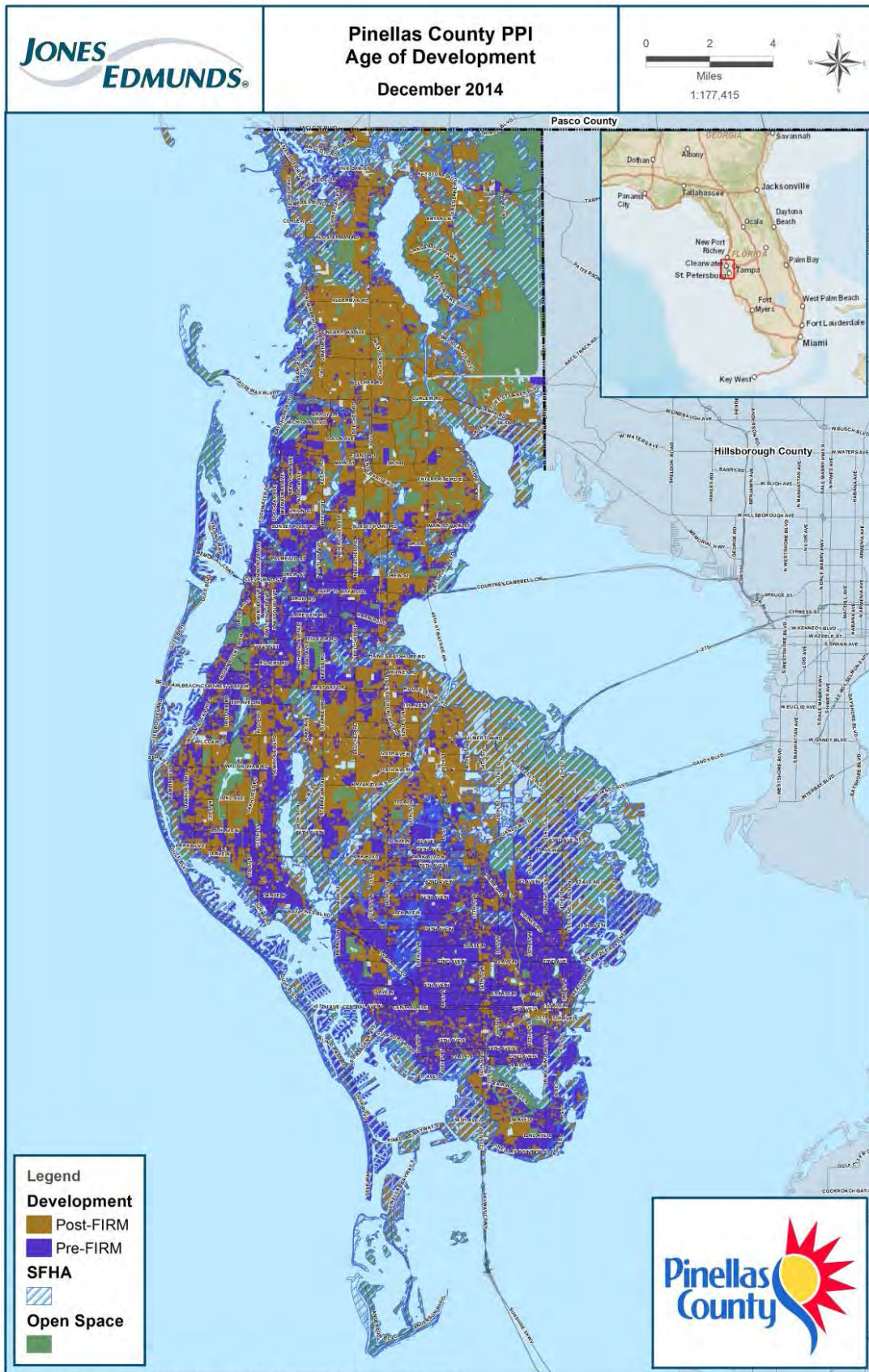


Figure 4 Storm Surge

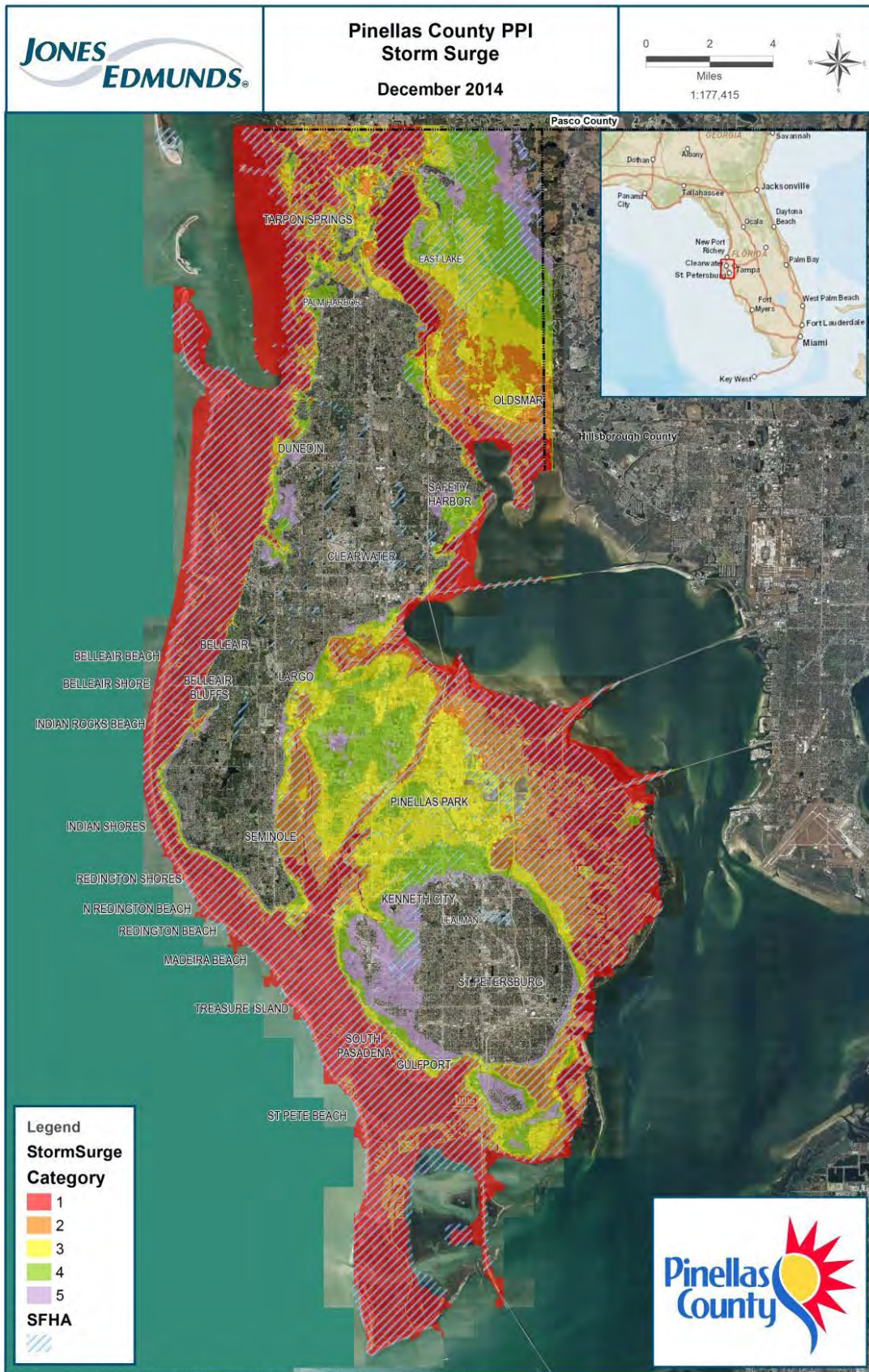
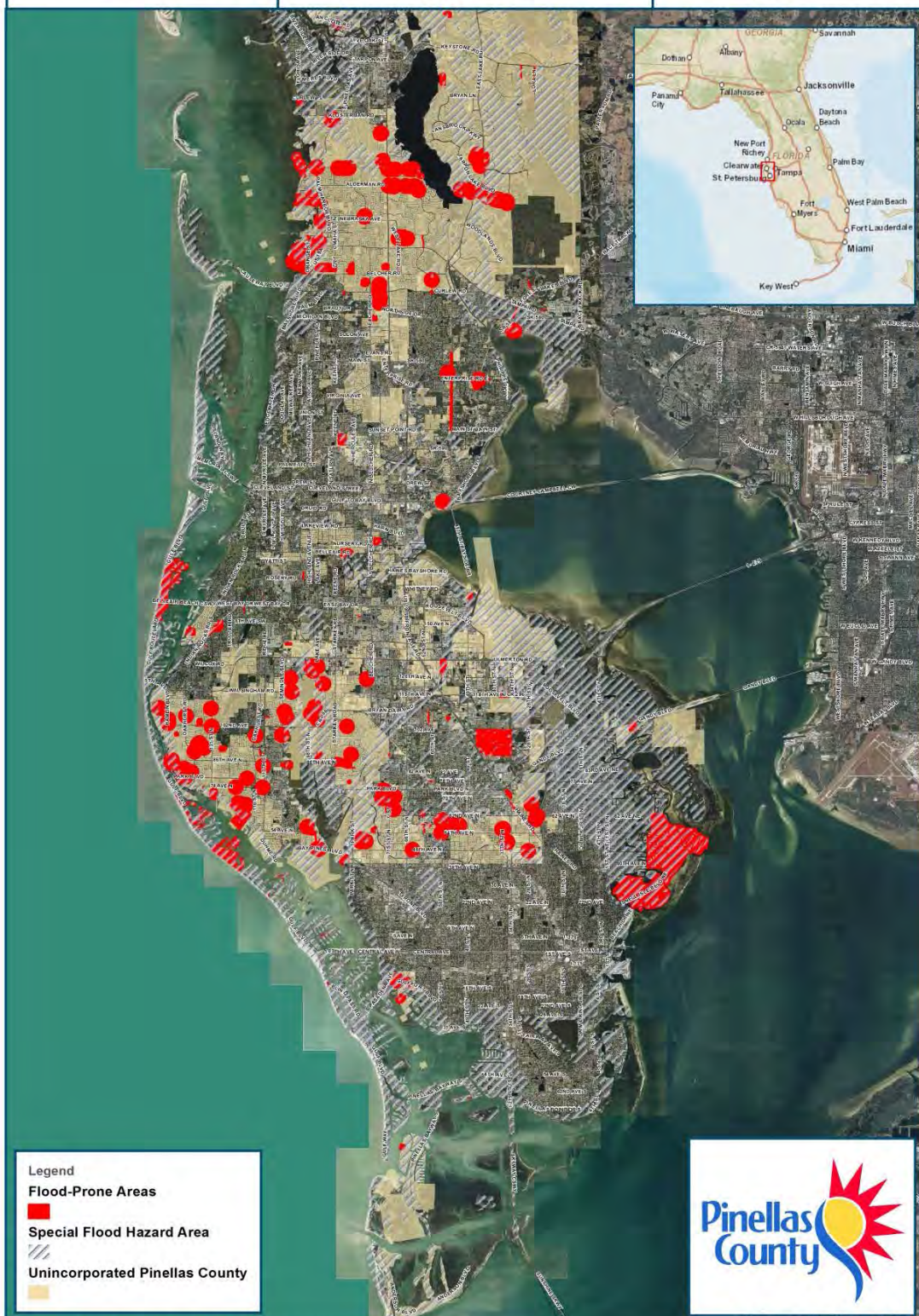


Figure 5 Flood Prone Areas



For Informational Purposes Only - J:\project_Data\16450_Pinellas County\038_01_CRS\MXD\610_FloodHotSpots.mxd 10/28/2014

Based on the flooding and development information described above, the Committee identified the residents and businesses within these areas as target audiences to whom projects should be directed. In addition to identifying these audiences based on their location, the Committee identified additional groups of stakeholders from across the County that would also benefit from information on flood related topics. For example, people looking to purchase properties in the County, should be apprised of their flood risk and flood insurance requirements. The complete list of target audiences is described in Table 2.

Table 2 Target Audiences

Audience(s)		Description
1	Residents and businesses in Repetitive Loss Areas	This audience should understand their surroundings and the likelihood of flood and insurance is strongly recommended.
2	Residents and businesses in the Special Flood Hazard Area	This audience should become aware of their high risk and insurance is strongly recommended and often required.
3	Residents and businesses in flood-prone areas	This audience should become aware of their high risk and insurance is strongly recommended.
4	Residents and businesses in the storm surge area	This audience should become aware of their high risk and insurance is strongly recommended.
5	Residents and businesses in Flood Response Hazard Areas	This audience will identified by Emergency Management to receive flood warning and response information.
6	Residents and businesses in moderate to low risk flood areas (Shaded X zones)	This audience should understand that although they are not in high risk areas, there is still a potential to flood and insurance is recommended. These areas submit over 20% of NFIP claims and receive one-third of disaster assistance for flooding. They are shown on flood maps as zones labeled with the letters B, C or X (or a shaded X). These residents should obtain insurance prior to map changes to reduce initial premiums.
7	Residents and businesses in Repetitive Loss or Severe Repetitive Loss properties that have been identified by FEMA as eligible to receive FEMA mitigation grants.	This audience should be made aware of mitigation grants.
8	Real Estate Professionals, Insurance Agents, and/or Lenders	These professionals are in contact with clients that are purchasing or renting properties. They will benefit from flood related outreach, and may relay information to their clients.
9	Buyers of real estate	Individuals purchasing or renting property should be made aware of their flood risk and insurance options.
10	Contractors and builders	This audience should be kept apprised of floodplain regulations and available Pinellas County Services. They are also in the position to communicate information about building with flood risk in mind to their clients.
11	Surveyors	Surveyors need to receive updated information about elevation certificates.
12	Landscapers	The Pinellas County Watershed Protection office has ongoing outreach efforts targeted at landscapers to educate them about impacts to water quality. Messages regarding flood risk and protection of natural systems will be incorporated into their programs and materials.
13	Stormwater managers and staff (e.g. NPDES)	The Pinellas County Watershed Protection office has ongoing outreach efforts targeted at stormwater managers to educate them about impacts to water quality. Messages regarding flood risk and protection of natural systems will be incorporated into their programs and materials.

Audience(s)		Description
14	Customers of Pinellas County services	There is an opportunity inform people that are calling or visiting the Pinellas County Offices, using the Pinellas County website, following Pinellas County social media, and/or or watching PCC-TV, which airs on Brighthouse 622, WOW 18 and Frontier 44 and it streams live on the web at pinellascounty.org/tv.
15	Park and preserve patrons	This audience should understand the natural functions of the County parks and preserves that they are visiting.
16	English Speakers of Other Languages (ESOL)	Informational material should be made available in languages other than English to ensure the ESOL is informed about flooding.
17	Pinellas County Municipality Elected Officials, City Managers, Floodplain Managers, and relevant staff	There are 24 municipalities with over 300,000 parcels in the County. Neighboring communities can use materials and messages developed by Pinellas County to educate their residents. Municipal staff may also benefit from learning about other County floodplain management efforts.
18	Special Interest	Special interest groups, that an outreach project may target, such as: <ul style="list-style-type: none"> • Organizations or agencies that may also be involved in flood related projects • A group of volunteers or a neighborhood interest group
19	Pinellas County Schools students and parents	Flood risk lessons should be incorporated into the curriculum. Students will likely take the message home to parents.

3.2 ONGOING PUBLIC INFORMATION EFFORTS

Various departments within the County and other governmental agencies have an array of ongoing flood-related public information activities. Each year, the PPI Committee evaluates the existing flood information and flood response outreach efforts that are being implemented throughout the County, including the PPI projects. The Committee may add, modify, or remove projects to the PPI as appropriate to ensure the community at large is receiving pertinent information and PPI messages are adequately reaching the identified target audiences. Sections 5 and 6 detail the efforts that have been incorporated into the Pinellas County PPI. Appendix 2 contains the inventory of 2016 flood related outreach projects and the 2015 PPI project evaluations are in Appendix 4.

4 MESSAGES AND OUTCOMES

Outreach campaign messages must be accurate and concise to result in action and positive outcomes. The PPI Committee used the information from the public information needs assessment to develop specific topics, messages, and expected outcomes based on the NFIP CRS floodplain management topics. The Committee also identified four additional topics with messages and outcomes for flood information projects that are implemented throughout the year (Table 3). The County also has pre-scripted key messages that are disseminated before, during, and after a flood (Appendix 5). These messages are reviewed by the Committee annually and are relayed via flood warning and response outreach tools, which are detailed in the Flood Response Preparations Package (Appendix 5).

The County encourages its municipalities to incorporate all of these messages into their outreach efforts to promote message recognition throughout the County.

Table 3 PPI Messages & Outcomes

Topic		Message		Outcome	
1	Know your flood hazard	A1	Find out your flood risk.	a1	Better prepared and informed residents and businesses
1	Know your flood hazard	A2	Stay Connected.	a1	Better prepared and informed residents and businesses
2	Insure your property for your flood hazard	B1	Purchase flood insurance for your home, business, or rental.	b1	Increase in number of flood insurance policies.
3	Protect people from the hazard	C1	Stay Connected.	c1	Reduced number of rescue calls
3	Protect people from the hazard	C2	Turn Around Don't Drown.	c1	Reduced number of rescue calls
4	Protect your property from the hazard	D1	Keep debris and trash out of the streets, streams, and ditches.	d1	Reduced localized flooding
4	Protect your property from the hazard	D2	Clear storm drains to prevent flooding.	d1	Reduced localized flooding
4	Protect your property from the hazard	D3	Elevate your equipment, such as water heaters, AC units, etc.	d2	Reduced property loss from flooding
5	Build responsibly	E1	Find out what permits are required.	e1	Increased compliance and reduced flood loss
5	Build responsibly	E2	Get required permits before you start any home repair, improvement, or construction.	e1	Increased compliance and reduced flood loss
5	Build responsibly	E3	Be aware of the substantial improvement rules.	e1	Increased compliance and reduced flood loss
6	Protect natural floodplain functions	F1	Only Rain Down the Drain.	f1	Improvement in water quality and natural storage capacity
6	Protect natural floodplain functions	F2	Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers on your property.	f1	Improvement in water quality and natural storage capacity
7	Hurricane preparedness	G1	Know Your Zone.	g1	Improved efficiency of hurricane evacuations.
8	General preparedness	H1	Get A Plan.	h1	Less damage and injury from a storm
8	General preparedness	H2	Prepare Ahead.	h1	Less damage and injury from a storm
9	Flood Economics	I1	Find out how much flood damage could cost you.	i1	Increase in awareness of the expense of flooding.

Topic		Message		Outcome	
9	Flood Economics	I1	Find out how much flood damage could cost you.	i2	Increase in number of flood insurance policies.
10	Understand flood insurance	J1	Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.	j1	More accurate policy ratings.
10	Understand flood insurance	J2	Take advantage of a Preferred Risk Policy.	j2	More preferred risk policies.
10	Understand flood insurance	J3	Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.	j1	More accurate policy ratings.

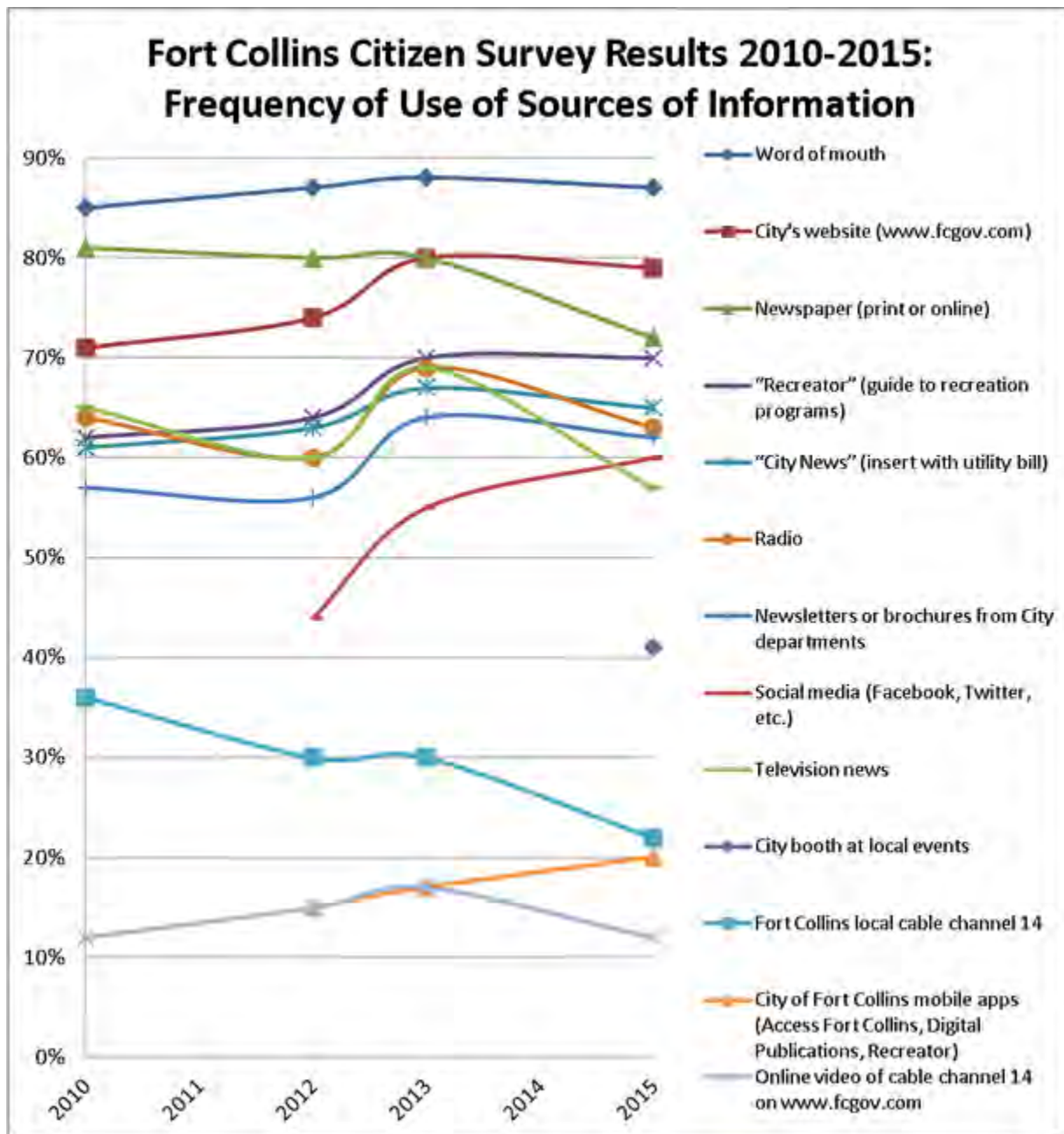
4.1 PUBLICITY AND DISSEMINATION OF MESSAGES

Today, most people, including seniors, are looking to the internet for information in lieu of traditional sources of information like newspapers or magazines. They are using search engines for specific information and social media threads for answers to posted questions and news. People have come to expect instant answers when they search for information. (Smith, 2014) The internet is more popular than newspapers and radio as a news source, ranking just behind TV. (Kristen Purcell, 2010)

The City of Fort Collins has conducted eight citizen surveys since 2001, which provides the residents the opportunity to rank and rate a number of things, such as how well the City performs at providing City information (National Research Center, 2015). Respondents indicated the extent to which they used various information sources about City issues, services and programs. Survey results indicate that word of mouth, the community website, and newspaper (online or print) are the preferred ways to receive information (Figure 6). Residents are also getting information from several other sources, such as recreational guides and utility bill inserts. Social media has the greatest increase in use in recent years, while use of newspapers, radio, and television for information are on the decline.

Figure 6

Frequency of Use of Sources of Information (Data from Fort Collins Citizen Survey, 2015)



Based on this research, the Committee concluded that the most effective way to reach the community at large is through a combination of communication tools, including:

- Pinellas County Flood Information Website
- Pinellas County Social Media (Facebook, Twitter, Nextdoor)
- Email blasts (e-Lert, e-News)
- Utili-Talk, the quarterly utility bill newsletter
- Informational materials at static locations and events throughout the County
- Direct mail to select target audiences

- Flood and Hurricane Information events
- Professional training sessions
- Press Releases for Flood Warning and Response

To conserve resources, both environmental and financial, the use of print materials will be reduced and will contain succinct information and direct residents to the flood information website for additional information. This combination of outreach will relay pertinent information to residents and businesses, including how they will be warned and the safety measures they should take during a flood and about the County regulation that prohibits dumping in waterways. This combination of communication tools will also publicize flood related services, including flood map information, property protection assistance, and flood insurance guidance, to the entire community.

5 PPI PROJECTS

Based on the public information needs assessment (Section 3), the PPI Committee identified new, or improvements to existing, general flood information projects to increase flood awareness and motivate residents to take action.

General outreach projects include:

1. Flood Information Brochure
2. E-News/E-Lert
3. Social Media
4. UtiliTalk Newsletter
5. All-Hazard Guide
6. Real Estate Agents Flood Disclosure and Information Brochure
7. Flood Map Service Center Training
8. Training for Contractors & Builders
9. Training for Surveyors
10. CRS Users Group Meetings
11. Only Rain Down the Drain Campaign
12. Landscape BMP Certification classes (English & Spanish)
13. Parks & Recreation Educational Materials
14. Outreach Materials for Speakers of Other Languages
15. Flood Information Messages for County On-hold Recordings
16. Informational Videos
17. Home Owners Associations Meetings
18. Flood Map Service Center Plug-In
19. Stakeholder Flood Insurance and Mitigation Techniques community workshops
20. Events and Meetings via Pinellas County's Speakers Bureau
21. Tampa Bay Home Show

Some of these projects are directly related to other CRS activities and/or serve to publicize many flood related services offered by the County (Section 6). These projects will be disseminated in multiple ways to multiple audiences on an annual or more frequent basis. A comprehensive project sheet including a detailed project description, audience(s), topic(s), message(s), outcome(s), related CRS activities and services, schedule, project administrator, and stakeholder(s) for each of these PPI projects is in Appendix 3.

The Committee also identified new, or improvements to existing, public information activities prepared in advance of the next flood. There are key messages that need to be disseminated before, during, and after a flood. The County's flood response messages and the tools used to disseminate them are consolidated into a Flood Warning and Response Preparations Package (Appendix 5). The messages and dissemination tools in this package are centered on flood warning and response. They were prepared in advance, and will not be delivered until a flood is impending or occurs. The procedures for implementing the materials should be followed in accordance with the Pinellas County Emergency Management Warning and Notification SOG and the Marketing and Communications Emergency Support Function (ESF) #14 - Public Information Office Standard Operating Procedures (SOP), which are part of the County's overall flood warning and response plan. Both the procedures and the project materials are reviewed annually and updated as needed.

The following projects are included in the Flood Response Preparations Package:

- Emergency Alert System (EAS) via EMNet
- Alert Pinellas
- Wireless Emergency Alerts (WEA)
- Intelligent Transportation System (ITS)
- Digital Billboards
- Pinellas County Website (www.pinellascounty.org)
- E-Lert
- E-News
- Press Release
- Media Alert
- PCC TV
- Social Media
 - Facebook
 - NextDoor
 - Twitter
 - Instagram

These tools will be used to disseminate select flood warning and response messages on an as-needed basis depending on the time and type of event.

6 OUTREACH INITIATIVES

6.1 FLOOD INFORMATION BRANDING

One of the County's objectives is to provide recognizable flood information and messages to residents and businesses across the County, including its municipalities. As such the County developed the "It's Not All Sunshine" logo. The County is incorporating the logo and the PPI messages into the PPI projects. The County is also developing their projects such that municipalities may implement them in their own communities. For example, the County will update the Flood Information Brochure with the municipal logo, website, and contact information for any Pinellas County municipality that is interested in implementing a brochure project in their community. The Real Estate Disclosure Program was developed as a County-wide effort, therefore municipal communities will also benefit from the project. The same logo

and messages were also incorporated into the Real Estate Brochure. This combination of projects with like messages and branding will promote message recognition throughout the County.

6.2 FLOOD INFORMATION WEBSITE

The Pinellas County Flood Information website was identified as a project in the 2014 PPI. As such, the content was revised to elaborate on the all of the CRS priority topics and the additional messages developed by the PPI Committee (Section 4). The content also includes publicity for or flood related County services and regulations. The County also included interactive flood maps on the Flood Map Service center section of the site. Real-time gage information is included as well for users to see current water levels.

The structure and hierarchy of the site and of each page were revised to ensure the pathways to specific information are concise and easily navigable. Additionally, the flood information site is linked directly from the PinellasCounty.org homepage and can be found using the search feature. The flood information home page has a directory of the flood protection information provided, along with links to the appropriate pages and all links are checked monthly and updates as needed. To enhance recognition of the County Floodplain Management Program, the site follows the design and content in the Flood information brochure, "It's Not All Sunshine", which is the main avenue for publicity of the website.

The website also includes specific information on warning, safety, and evacuation when there is an impending flood, during a flood, and immediately after a flood, such as:

- Where flooding will likely occur (link to map)
- Evacuation routes (link to map)
- Shelter locations (link to map)
- Flood Safety precautions (FRP messages)

The website is continually edited and updated and each month hyperlinks are checked and fixed if needed. Each year the PPI committee reviews the site in detail and content is updated if needed.

6.3 FLOOD MAP INFORMATION SERVICE

Pinellas County developed an online Flood Map Information Service to provide residents and businesses with FEMA Flood Insurance Rate Map (FIRM) and other sources of information about the local flood hazard and natural floodplain functions 24 hours a day, 7 days a week. This service is searchable by address or map location. The Flood Map Information webpage also includes additional maps to find out potential storm surge depth, evacuation zones, shelter locations, and current water levels. Additionally, the County has a flood information phone line with a designated option to get flood map information from County staff during regular business hours. The Online Flood Map Information Service is publicized in the widely distributed All Hazard Guide and in the flood information brochure, *It's Not All Sunshine*. The PPI committee identified realtors as the target audience to receive information about the service, as it supports the realtor disclosure program. The County sends information about the Pinellas County Flood Map Information Service to the Pinellas Realtor Organization to distribute in their newsletter annually. Additionally, the County provides at least one Real Estate Disclosure and Online Map Service Center training in coordination with the Pinellas Realtor Organization each year.

6.4 FLOOD INFORMATION PHONE LINE

Pinellas County designated a phone number for all flood information phone calls, 727-464-7700, which is displayed on the flood information website. The line contains a directory to ensure callers are connected with the proper department to address inquiries. The recorded menu message includes the Flood Information Services hours and directs callers to www.pinellascounty.org/flooding for additional information. The directory options include:

- 1 Report ditch obstruction or flooding issue
- 2 Flood zone
- 3 Hurricane and flood preparedness and evacuation
- 4 Protecting your floodplain or flood insurance
- 5 Property protection
- 6 Other

6.5 REAL ESTATE DISCLOSURE PROGRAM

The Pinellas County Real Estate Agents Disclosure Program is a joint effort between the County and its real estate agents, through the Pinellas Realtor Organization, which covers the entire County, including its municipalities. Real estate agents are in an ideal position to inform buyers whether a property is in a flood zone and if flood insurance is required. As such, the PPI Committee identified two projects:

- Real Estate Disclosure and Flood Information Brochure
- Real Estate Disclosure and Flood Map Information Service Training

With input from representatives of the Pinellas Realtor Association, the County developed a real estate centered flood disclosure and information brochure with a fillable section for agents to enter the property's flood hazard and insurance requirement information. The County provides training to agents on using the online Flood Map Information Service to obtain flood information and how to complete the brochure. The training sessions are taught by County staff in coordination with the Pinellas Realtor Association at least once per year. The County also developed a flyer, which is distributed by the Pinellas Realtor Association to publicize the training and brochure.

Real estate agents will advise house hunters about the flood hazard and provide the brochure to clients interested in purchasing properties located in the SFHA, countywide, so that they are made aware of the flood hazard and the flood insurance purchase requirement.

6.6 FLOOD PROTECTION ASSISTANCE AND ADVISORY SERVICE

Pinellas County Building Department Staff provide one-on-one consultations, and site visits as appropriate, to advise inquirers about property protection measures, such as retrofitting techniques and drainage improvements. The objectives of Including the Pinellas County Flood Protection Assistance Advisory Program in this PPI are to

- Increase awareness and use of the service,
- Enhance mitigation information provided

This will increase the likelihood that residents will undertake activities to reduce the flood hazard to their property and in turn could decrease property loss due to flooding.

This service is available to all residents, and the service is publicized on the County's Flood Information website and in the flood information brochure. Those most likely to experience flooding and benefit from this assistance include residents and businesses in repetitive loss areas. Therefore, a letter and the flood information brochure, containing information about the service is mailed directly to residents and businesses in Repetitive Loss Areas (Target Audience 2) annually in February to coincide with Emergency Management hurricane awareness outreach. Additionally, the real estate flood information brochure, which also includes information about this service, will be provided by real estate agents to buyers of properties in the SFHA (Target Audience 5).

Staff providing this service should discuss flood mitigation options and recommend discussing retrofit options further with their insurance agent. Staff should also urge inquirers to work closely with design professionals. Staff should also offer supplemental materials to inquirers, such as:

- FEMA [Repairs, Remodeling, Additions, and Retrofitting –Flood](#)
- FEMA [Reducing Flood Risk to Residential Buildings That Cannot Be Elevated](#)
- [Homeowner's Guide to Retrofitting - Six Ways to Protect Your Home From Flooding](#)

6.7 FLOOD INSURANCE COVERAGE IMPROVEMENT PLAN

In addition to educating the public about flood protection, building flood control and mitigation projects, and regulating new development in the floodplain to protect people from the consequences of flooding, flood insurance can help protect the County's residents and businesses. Although many of the PPI outreach projects have messages centered on flood insurance, the PPI Committee identified a need to assess the level of flood insurance coverage in the County and develop a Coverage Improvement Plan to better target residents and businesses that would benefit from flood insurance. The plan will include specific projects that publicize the availability of flood insurance and its importance as a preparedness measure. The flood insurance providers on the PPI Committee will serve as voluntary insurance advocates to the County to advise people who have questions about flood insurance. Additional flood insurance providers may volunteer to serve as County flood insurance advocates as well. The PPI Committee will begin this effort in the Fall of 2017.

6.8 FLOODPLAIN MANAGEMENT PLANNING

Pinellas County, its municipalities, and other stakeholders have developed a Multi-jurisdictional Local Mitigation Strategy (LMS) through a systematic process of identifying hazards, including flooding, and their causes, and planning preventive and corrective measures to reduce the risk of current and future hazards. This strategy also serves as the County's and many municipality's floodplain management plans. The Pinellas County LMS has been in effect since 1998, and is reviewed and updated annually. Public and stakeholder input is an important part of the planning and update process. The Pinellas County PPI Committee provides support to the LMS Working Group by providing input on the LMS during the planning and update process and assisting with outreach efforts to inform the public, stakeholders, and other organizations about the LMS.

6.9 NATURAL FUNCTIONS OPEN SPACE EDUCATIONAL MATERIALS

The County has a great number of parks and preserves that provide natural floodplain functions. This provides a venue to educate visitors about the importance of floodplains and emphasize the County's

Only Rain Down the Drain campaign. The PPI Committee prioritized the list of over 130 open space preservation areas in the County and will evaluate the outreach materials available for the parks and preserves ranked 1-20 (Table 4). The committee is recommending revisions or additional projects as appropriate for these locations for the Parks Department to implement.

Additionally, Pinellas County and the Parks Department met to develop a trash management action plan and discuss potential pilot outreach projects for some small urban parks. Ridgecrest Park on Walsingham Road in Largo was selected to serve as a pilot project. The County installed a Watergoat to collect trash that enters the lake from the community and a flood information kiosk. The kiosk poster describes stormwater conveyance and explains the importance of natural floodplain areas and the impacts of trash/debris, including flooding potential.

Members of the PPI Committee also held a meeting with Pinellas County Community Development, Keep Pinellas Beautiful, YMCA, and local community groups & churches to discuss additional projects. Subsequently, a community-wide street cleanup to address the trash/debris problems and educate attendees about the relationship between stormwater conveyance, natural floodplain areas, and the impacts of trash/debris in and around Ridgecrest Park was organized by the County after the Watergoat and kiosk installation.

Table 4 Pinellas County Parks and Preserves Selected for Outreach Evaluation

ID	NAME	Area (ac TOTAL)	Area (ac in SFHA)	PPI Outreach Evaluation Priority
OSP01	BROOKER CREEK PRESERVE	6878.72	3333.08	1
OSP02	FORT DE SOTO PARK	827.68	827.68	2
OSP05	JOES CREEK MANAGEMENT AREA	230.06	227.76	3
OSP06	LAKE SEMINOLE MANAGEMENT AREA	164.89	164.89	4
OSP09	SHELL KEY PRESERVE	125.63	125.63	5
OSP11	WEEDON ISLAND PRESERVE	91.36	91.36	6
OSP12	ANCLOTE KEY PRESERVE & PARK	78.85	78.85	7
OSP13	CABBAGE KEY MANAGEMENT AREA	60.11	60.11	8
OSP15	COW BRANCH MANAGEMENT AREA	81.01	52.59	9
OSP17	LAKE TARPON MANAGEMENT AREA	60.18	47.85	10
OSP21	EAST LAKE MANAGEMENT AREA	22.59	22.57	11
OSP22	ALLEN'S CREEK MANAGEMENT AREA	22.06	22.06	12

OSP23	ALLIGATOR LAKE MANAGEMENT AREA	35.87	19.19	13
OSP30	TRAVATINE ISLAND MANAGEMENT AREA	10.11	10.11	14
OSP35	MOBBLY BAYOU PRESERVE	7.86	7.86	15
OSP36	LONG BRANCH MANAGEMENT AREA	7.4	7.4	16
OSP44	OZONA MANAGEMENT AREA	5	5	17
OSP04	SAWGRASS LAKE PARK	274.51	271.84	18
OSP07	JOHN CHESTNUT SENIOR PARK	217.57	142.04	19
OSP08	WALL SPRINGS PARK	183.22	139.57	20

6.10 STREAM DUMPING REGULATION

The County has and enforces a regulation that prohibits dumping or disposal of debris in the drainage system. Landscapers and stormwater managers were identified as the target audiences to be notified about the regulation. Landscapers are in a position to prevent materials from getting into the County's natural floodplains and drainage and conveyance systems. Additionally, they are required to attend the Pinellas County Landscape BMP Certification classes, which include information about the regulation and about protecting natural floodplain functions. Stormwater managers facilitate distribution of the County-wide Only Rain Down the Drain campaign materials and information within their jurisdictions. The campaign includes outreach to publicize this regulation and educate businesses, residents, and visitors about natural floodplains and how they can protect watersheds and prevent flooding caused by drainage system blockages. This outreach includes stormdrain markers, door hangers, informational website, brochures, and neighborhood presentations.

6.11 EMERGENCY WARNINGS AND NOTIFICATIONS

The extent of the damage caused by a flood is related not just to its severity, but also the level of public awareness and preparedness, early warning systems, and dissemination of timely and effective information to the public. As such, the County's efforts to reduce flood loss are focused on education and outreach, early warning systems, and distributing information that enables people and communities to respond when severe weather hits.

The County's annual flood and hurricane information outreach informs the public about flood zones, storm surge, evacuation zones, and how they will be warned and the safety measures they should take, should a hurricane and/or flooding occur. The most effective way to reach the community at large is through a combination of communication tools (Section 4.1), therefore, this information is provided to the public throughout the year via:

- All-hazard guide
- Flood Info brochure

- Utilitalk newsletter
- E-Lert and E-news
- Social media
- County website
- Presentations/events
- Videos

Pinellas County Emergency Management participates with the National Weather Service (NWS) alert system, an automated flood warning system, as its primary means of notification of impending flood. County EM staff evaluate each NWS notification and respond as appropriate, which may include notifying emergency management partners, the media, and/or residents via one or more of the County's several notification avenues.

The Pinellas County Flood Warning and Response Preparations Package (Appendix 5) includes numerous messages and outreach projects that are prepared in advance, but not implemented until a flood is impending or occurs. The public will be warned via numerous Flood Warning and Response Preparations outreach projects, such as press releases, ALERT PINELLAS, and social media.

6.12 CRS SUPPORT FOR MUNICIPALITIES

Although the CRS Community of Pinellas County only encompasses the unincorporated area, many of the County's floodplain management efforts extend county-wide, benefitting its municipalities. One of the goals of the Pinellas County PPI is to develop outreach projects with consistent messages and services that may serve all of Pinellas County, including its municipalities. This will save municipal resources and support consistent flood information across the County. Pinellas County, for example, included flood map data for the entire county, including its municipalities when they developed their online map information service and provides flood warning and response services county-wide.

Pinellas County also offers CRS support to its municipalities to ensure they are aware of countywide efforts and to guide them with their own floodplain management programs. This support includes presentations and training at the Tampa Bay Regional CRS Users group meetings, an ftp site that contains County floodplain management documentation and information, and one-on-one meetings and communication with municipal CRS coordinators.

7 ANNUAL EVALUATION AND UPDATES

The PPI Committee meets at least two times per year to assess the implementation of the outreach projects. The Committee also convenes annually specifically to evaluate the PPI for the effectiveness of its projects, audiences, messages, and outcomes. The committee reviews each project identified the previous year and evaluates which projects need to be modified and may refine the messages as needed to increase the effectiveness to existing audiences or to reach new audiences. The PPI document is updated each year and the annual evaluation summary is included as an appendix in the document (Appendix 4).

The Committee also evaluates the need for additional projects each year. In addition to the projects included in this PPI (Section 5), the Committee discussed a few potential future projects, including:

1. Flood Insurance Plan and Projects
2. Map information for flooded areas and road closures during and after a rain or tropical event
3. Flood Information Mobile Application

4. Door hangers with recovery information to be hung where appropriate during damage assessments
5. Flood Information Lessons for School Curricula
6. Flood Information Lessons for School ESOL Curricula
7. "Training for Contractors & Builders" Video

Each year the updated PPI is approved by the Committee, and then submitted to the Pinellas County Commission (Appendix 7).

8 PLAN ADOPTION

The Pinellas County PPI was initiated in August 2014. The first PPI Committee meeting took place in September 2014, with several subsequent meetings to develop this comprehensive PPI. The Pinellas County PPI was adopted by the Pinellas County Commission on April 7, 2015. Each year the plan update is submitted to the County Administrator.

BIBLIOGRAPHY

Horrigan, J. B. (2008). *Home Broadband Adoption 2008*. WASHINGTON, D.C.: Pew Internet & American Life Project.

Kristen Purcell, L. R. (2010). *Understanding the participatory news consumer*. Washington, DC : Pew Research Center.

National Research Center, I. (2015). *City of Fort Collins Citizen Survey Report of Results*. City of Fort Collins .

Smith, A. (2014). *Older Adults and Technology Use*. Washington, DC: Pew Research Center.

APPENDIX 1 PPI COMMITTEE MEETINGS

MEETING AGENDA

PROJECT NAME: CRS Support/Program for Public Information (PPI)

MEETING DATE: Friday, March 11, 2016

LOCATION: Tampa Bay Regional Planning Council

11:30 AM – Collect lunch and be seated

11:40 AM – Call meeting to order – Introduction of participants and latest status of CRS Program & PPI (Rahim, Lisa & Cece)

11:50 AM – Review Committee Members/Commitment for the year (group)

11:55 AM – Review Target Audiences (group)

12:00 PM – Review Activity 370 – Flood Insurance Coverage Assessment

12:15 PM – Review Messages/Outcomes

12:30 PM – Review Projects and their status – start/add/remove projects? – (Cece & group)

1:00 PM – Other initiatives/Publicity/Survey/2016 updates

1:15 PM – Document Structure

1:20 PM – Action Items/Tasks/Next Meeting

1:30 PM – Adjourn



MEETING PARTICIPANTS

PROJECT NAME: CRS Support/Program for Public Information (PPI)

MEETING DATE: Friday, March 11, 2016

LOCATION: Tampa Bay Regional Planning Council

NAME (FIRST)	NAME (LAST)	AFFILIATION	EMAIL	PHONE	INITIAL
Gordon	Beardslee	Pinellas County Planning Director	gbeardsl@pinellascounty.org	727-464-8200	
Sally	Bishop	Pinellas County Emergency Management Director	sbishop@pinellascounty.org	727-464-5550	
Khan	Boupha	Jones Edmunds, Senior Engineer	kboupha@jonesedmunds.com	813-258-0703 Ext. 1768	KB
Mary	Burrell	Pinellas County Communications	mburrell@pinellascounty.org	727-366-3602	
Joe	Farrell	Pinellas Realtor Organization Director of Govt. Affairs	jfarrell@tampabayrealtor.com	727-216-3029	
Lisa	Foster	Jones Edmunds, Project Manager	lfoster@jonesedmunds.com	813-258-0703	
Rahim	Harji	Pinellas County Public Works Manager	rharij@pinellascounty.org	727-464-8760	
Jacob	Holehouse	Holehouse Insurance	jake@holehouseins.com	727-470-5177	
Rick	Iler	BB&T Insurance	rpilr@bbandT.com	727-803-8102	
Irena	Karolak	Pinellas County Communications	ikarolak@co.pinellas.fl.us	727-464-3849	
Brooke	Kelley-Hunt	PCI (The Property Casualty Insurers Association of America)	Brooke.kelley-hunt@pciaa.net	847-553-3671	
Sarah	Kessler	Pinellas County Resident	skessler57@gmail.com	727-455-2351	
Patty	Latshaw	Wright Flood, Principal Flood Coordinator	Patricia.Latshaw@weareflood.com		
Ikey	Leishear	Pinellas County Emergency Management	ileishear@pinellascounty.org	727-464-3235	
Cece	McKiernan	McKiernan Consulting Services, President	cece@mckiernanconsulting.us	813-966-1265	
Jennifer	Doerful	Tampa Bay Builders Association Communications	-		



NAME (FIRST)	NAME (LAST)	AFFILIATION	EMAIL	PHONE	INITIAL
Ray	Neri	Lealman Neighborhood President	rneri1@tampabay.rr.com	727-527-5352	REN
Anamarie	Rivera	Pinellas County Natural Resources	arivera@pinellascounty.org	727-464-4605	Ana Rivera
Betty	Ryals	Wright Flood, Regional Sales Manager	Betty.Ryals@weareflood.com	866-373-5663 ext 7614	BR
Carl	Schrader	Clearwater Neighborhoods President	brookhill.2005@gmail.com	727-462-8068	
Tom	Shelly	Sunshine Realtors	toms@sunshinegroupproperties.com	727-510-8350	TS
Brady	Smith	TBRPC	brady@tbrpc.org	727-570-5151 x42	TSS
Noah	Taylor	St. Petersburg Resident	noah.taylor@stpete.org	727-893-7283	NT
Renea	Vincent	Pinellas County Planning Manager	rvincent@pinellascounty.org	727-464-8200	
Micheal	Baralt	McCaughan Mortgage Company, Inc.	Micheal.Baralt@hgfloans.com	727-797-0600	
Kim	Harr	Harr + Associates Ins Inc	- Kim@harrins.com	727-393-9144	KH
Sarah	Kessler	Clearwater Resident	- Sarah.kessler@myclearwater.com	727-562-4897	SK
Rena	Karolak	Pinellas County Communications	- Karolak@pinellascounty.org	727 464 3849	JK
			-		
			-		
			-		
			-		
			-		



MEETING MINUTES

PROJECT NAME: CRS Support/Program for Public Information (PPI)

MEETING DATE: Friday, March 11, 2016

LOCATION: Tampa Bay Regional Planning Council

1.0 INTRODUCTION OF PARTICIPANTS/REVIEW COMMITTEE MEMBERS/COMMITMENT FOR THE YEAR AND LATEST STATUS OF CRS PROGRAM & PPI (RAHIM, LISA & CECE)

Please see sign-in sheet for a list of attendees.

New attendees were introduced. Additional participation from both the Real Estate Community and the Insurance Industry (PCI) were welcomed. The Committee discussed the commitment for the coming year agreeing to three meetings per year. If a Committee member can't attend, they will send someone to sit in for them. The Committee was asked to identify a representative from the Lenders Community to participate.

Action Item: Tom Shelley will send a lender name to Cece for follow up.

Review of CRS status. Rahim mentioned that the new CRS rating will be official on May 1st and the Insurance Committee members said the reduction of insurance rates will be seen by the public for the October insurance renewal notices.

2.0 PPI REPORT REVIEW (LISA)

Lisa will update the report and circulate for review and comment.

Action Item: The Committee will be asked to review the report and provide comments to Lisa by July 1st. Document will be updated and submitted to ISO for review by July 11th. The final 2016 PPI document will be submitted to Rahim to provide to County Commission by Sept, or sooner, pending ISO's review and comments.

Lisa displayed the PPI Report and made changes as the group reviewed the document.

The following items were discussed:

- Target Audiences
 - NPDES Staff
 - Cleanup Volunteers
 - Area Park visitors/Keep Pinellas Beautiful
 - Lisa added these to the document
- PPI Current Projects linked to *target audiences*
 - Send Map Information Services link to local government *Stormwater Managers* in the County. Anamarie Rivera will send this as an email with an attachment. It was suggested to add *Stormwater Managers* to the *Elected Official* target audience.



- *Realtors* Project continues, the fillable pdf brochure is final and training sessions are being scheduled.
 - **Action Item:**
 - Add Flood Insurance is Recommended somewhere in the brochure
- Irena Karolak, Communications Specialist, provided an update of the projects they have been working on and will continue to get messages incorporated into Flood Notification portion of effort:
 - Flood Information Website
 - Flood Information Brochure
 - Flood Response Social Media
 - Flood Response PCCTV Programming
 - PCC-TV Informational Video
 - Flood Information Messages of County On-Hold Recordings
 - Flood Response Media Kit

3.0 REVIEW OF PPI PROJECTS (CECE, LISA, AND PPI COMMITTEE)

NEW PROJECT:

- Activity 370 – Flood Insurance Coverage Assessment
 - Committee wanted to move forward with this project

Action Item:

Lisa will investigate steps necessary and present project at next PPI Meeting.

CURRENT PROJECT TRACKING:

All projects will be listed and tracked on the project spreadsheet. Staff will be provided with documentation templates to assist in tracking.

Action Item:

Lisa will create the documentation template and distribute to staff.

PROJECTS ON HOLD:

Per direction from the County, the Training for Contractors & Builders project will be on-hold pending finalization of brochure.

4.0 NEXT PPI MEETING

- To be scheduled sometime in July.
- Meeting Objective:
 - Discuss Project Status
 - Review 205 PPI for additional updates
 - Set Next Meeting

MEETING AGENDA

PROJECT NAME: CRS Support/Program for Public Information (PPI)

MEETING DATE: Monday, June 27, 2016

LOCATION: Tampa Bay Regional Planning Council

- 11:30 AM – Collect lunch and be seated
- 11:40 AM – Call meeting to order – Introduction of participants and latest status of CRS Program & PPI (Cece / Lisa)
- 11:50 AM – Review Committee Members/Commitment for the year (group)
- 11:55 AM – Review Document, other initiatives, project updates, FRP implementation / Hurricane Season (Lisa)
- 1:00 PM – Flood Insurance Improvement Plan: Review Committee Members/Commitment for the year (group)
- 1:10 PM – Flood Insurance Improvement Plan: Process overview and assignments (Lisa)
- 1:20 PM – Action Items/Tasks/Next Meeting (Cece)
- 1:30 PM – Adjourn



MEETING PARTICIPANTS

PROJECT NAME: CRS Support/Program for Public Information (PPI)

MEETING DATE: Monday, June 27, 2016

LOCATION: Tampa Bay Regional Planning Council

NAME (FIRST)	NAME (LAST)	AFFILIATION	EMAIL	PHONE	INITIAL
Sally	Bishop	Pinellas County Emergency Management Director	sbishop@pinellascounty.org	727-464-5550	
Khan	Boupha	Jones Edmunds, Senior Engineer	kboupha@jonesedmunds.com	813-258-0703 Ext. 1768	KB
Mary	Burrell	Pinellas County Communications	mburrell@pinellascounty.org	727-366-3602	
Joe	Farrell	Pinellas Realtor Organization Director of Govt. Affairs	jfarrell@tampabayrealtor.com	727-216-3029	
Lisa	Foster	Pinellas County Floodplain Coordinator	ldfoster@PinellasCounty.org	727-464-8962	
Rahim	Harji	Pinellas County Public Works Manager	rhari@pinellascounty.org	727-464-8760	
Kim	Harr	Harr Insurance	Kim@harrins.com	727-424-8376	KA
Jacob	Holehouse	Holehouse Insurance	jake@holehouseins.com	727-470-5177	
Katherine	Howington	Bankers Insurance	Katherine.Howington@Bankersinsurance.com	727-482-7181	KA
Rick	Iler	BB&T Insurance	rpil@bbandT.com	727-803-8102	
Irena	Karolak	Pinellas County Communications	ikarolak@co.pinellas.fl.us	727-464-3849	
Brooke	Kelley-Hunt	PCI (The Property Casualty Insurers Association of America)	Brooke.kelley-hunt@pciaa.net	847-553-3671	
Sarah	Kessler	Pinellas County Resident	skessler57@gmail.com	727-455-2351	
Patty	Latshaw	Wright Flood, Principal Flood Coordinator	Patricia.Latshaw@weareflood.com	540-522-9025	
Ikey	Leishear	Pinellas County Emergency Management	ileishear@pinellascounty.org	727-464-3235	
Cece	McKiernan	McKiernan Consulting Services, President	cece@mckiernanconsulting.us	813-966-1265	CM



NAME (FIRST)	NAME (LAST)	AFFILIATION	EMAIL	PHONE	INITIAL
Jennifer	Doerful	Tampa Bay Builders Association Communications	-		
Ray	Neri	Lealman Neighborhood President	rneri1@tampabay.rr.com	727-527-5352	RA
Anamarie	Rivera	Pinellas County Natural Resources	arivera@pinellascounty.org	727-464-4605	AR
Betty	Ryals	Wright Flood, Regional Sales Manager	Betty.Ryals@weareflood.com	866-373-5663 ext 7614	BR
Carl	Schrader	Clearwater Neighborhoods President	brookhill.2005@gmail.com	727-462-8068	
Tom	Shelly	Sunshine Realtors	toms@sunshinegroupproperties.com	727-510-8350	TS
Brady	Smith	TBRPC	brady@tbrpc.org	727-570-5151 x42	BS
Noah	Taylor	St. Petersburg Resident	noah.taylor@stpete.org	727-893-7283	NT
Renea	Vincent	Pinellas County Planning Manager	rvincent@pinellascounty.org	727-464-8200	
Micheal	Baralt	McCaughan Mortgage Company, Inc.	Micheal.Baralt@hgfloans.com	727-797-0600	
Debbie	Cooley-Guy	Florida Association of Mortgage Professionals Director	debbie@fortunelendingcorp.com	727-264-7877	
Jose	Tortolero	SNMC	Jose.tortolero@snmc.com		
Sue	Roe	Bankers Financial	Sue.roe@bankersfinancialcorp.com		
William	Tate	Jack Rice Insurance	wtate@jackriceinsurance.com		
Jose	Ramirez	Bankers Ins	jramirez@bankersinsurance.com	727-212-2197	JR
Dawn	Forrest	Wright Flood Ins.	dawn.forrest@weareflood.com		DF
Chris	Moore	Pinellas County Planning	calmoore@pinellascounty.org	727-464-8219	CM
Cissy	Mehle	Amec Foster Wheeler	Christine.mehle@amecfwc.com	813-636-1513	Ch
			-		
			-		



MEETING MINUTES

PROJECT NAME: CRS Support/Program for Public Information (PPI)

MEETING DATE: Monday, June 27, 2016

LOCATION: Tampa Bay Regional Planning Council

1.0 INTRODUCTION OF PARTICIPANTS AND LATEST STATUS OF CRS PROGRAM & PPI (LISA & CECE)

Please see sign-in sheet for a list of attendees.

With some new faces at the table we went around the room and introduced ourselves. Additional participation from the Insurance Industry were welcomed. The Committee was again asked to identify a representative from the Lenders Community to participate.

Review of CRS status. Lisa said the County will have a recertification in the fall.

2.0 REVIEW COMMITTEE MEMBERS/COMMITMENT FOR THE YEAR (GROUP)

The Committee discussed the commitment for the coming year agreeing to three meetings in 2016/2017 October, February and June. Meeting attendees were also asked to provide their name to Cece if they are new to the PPI and want to commit for the coming year.

Action Item: Provide Cece additional names for PPI Committee and send any Lender contacts to Cece for follow up.

3.0 REVIEW DOCUMENT, OTHER INITIATIVES, PROJECT UPDATES, FRP IMPLEMENTATION, HURRICANE SEASON, STATE DEPT OF FINANCIAL SVCS, DIV OF CONSUMER SERVICES OUTREACH (LISA)

Lisa will be updating the PPI with project status and will be sending a draft of the PPI to the Committee for review prior to sending it to the Insurance Service Office (ISO) for approval.

Action Item: The Committee will be asked to review the report and provide comments to Lisa by July 22, 2016. Document will be updated and submitted to ISO for review by August 1, 2016. The final 2017 PPI document will be submitted to Rahim to provide add as a consent agenda item for the September County Commission meeting, pending ISO's review and comments.

Lisa displayed the PPI Project list and made changes as the group reviewed the document. The following items were discussed:

- Table of contents have changed



- We will add the Flood Insurance Coverage Improvement Plan when we get a lender on the committee
- We are using One Bay to gather information from the LMS for use in the PPI
- Branding reviewed – “It’s Not All Sunshine” is being widely used and distributed to other local governments for their use
- Lisa showed the current website and discussed plans to update the look and information
- Ray asked if Climate Change was being included in the online maps
 - Brady discussed the Tampa Bay Climate Science Advisory Panel (CSAP) Recommended Projection of Sea Level Rise in the Tampa Bay Region report from August 2015 and will send Cece a link for distribution (update – find link here http://www.tbrpc.org/council_members/councilagendas/2015/101215/8c.pdf and attached with these minutes)
- It was mentioned that Insurance Companies only look at the Flood Insurance Rate Map (FIRM) and do not consider other reports
- Lisa discussed the kick off for the Real Estate Disclosure Project, lessons learned and schedule for the next training sometime in the fall
 - Ray mentioned he is on the Florida Real Estate Commission (FREC) Board in case we need additional contacts
- Lisa updated us on all the outreach initiatives and ongoing projects
 - Ray suggested we invite the Adopt-a-Block and Keep Pinellas Beautiful representatives to future PPI Meetings, Anamarie has contacts so we will ask her to reach out to the appropriate individuals
- There was discussion of the need for a class for surveyors to assist with filling out elevation certificates correctly
 - Florida Floodplain Managers Association (FFMA) is hosting classes statewide and training is coming to Pinellas County in late August. Betty Ryals can help us with a list of area Surveyors to invite
- Brady mentioned the availability of the All Hazards Guide in several languages
- Florida Department of Ag and Consumer Services (DACS) has videos on its website discussing flooding and insurance
- Lisa talked about an outreach effort to provide all the information created through the PPI to neighborhood associations starting with the north part of the County. Meetings are being planned with the Community ? North Association (CONA) in 2017
 - Discussion regarding how to obtain lists for all the community associations as well as homeowner associations by using the Community Development District, Supervisor of Elections and Community Redevelopment Areas. There was also a discussion of



a Speakers Bureau and all the types of press releases that are sent out to the community routinely

- There was a lengthy discussion about all the available “apps” that Pinellas County residents can use to be aware of potential flooding situations including Waze, Doing Things and Code Red (AlertPinellas)
- Patty Latshaw talked about her work with the National CRS Task Force and their use of Social Media

4.0 REVIEW OF NEW PPI PROJECTS (CECE, LISA, AND PPI COMMITTEE)

NEW PROJECT:

- Activity 370 – Flood Insurance Coverage Assessment
 - Project will start once a lender is identified that is willing to be part of the PPI Committee

Action Item:

Provide any lender names and contact information to Cece for follow-up.

- A project was identified recommending Pinellas County gather all the Elevation Certificates County wide, scan them and make them available online for the public to access for various uses

Action Item:

Lisa will look into this and provide an update at the next PPI Meeting.

CURRENT PROJECT TRACKING:

All projects will be updated and tracked on the project spreadsheets. Staff will be provided with documentation templates to assist in tracking.

Action Item:

Lisa will create the documentation template and distribute to staff

PROJECTS ON HOLD:

Per direction from the County, the Training for Contractors & Builders project will be on-hold pending finalization of brochure.

5.0 NEXT PPI MEETING

- To be scheduled sometime in October.
- Meeting Objective:
 - Discuss Project Status
 - Kick off Flood Insurance Plan
 - Set Next Meeting

APPENDIX 2 ONGOING OUTREACH AND FLOOD RESPONSE PROJECTS

Pinellas County and Stakeholder 2015-2016 Flood Information Outreach Projects

Ongoing PPI Projects
Flood Information Brochure mailouts
E-News/E-Lert newsletters
Social Media posts
UtiliTalk Newsletter - Flood info content
All-Hazard Guide - English and Spanish - Countywide distribution
Real Estate Agents Flood Disclosure and Information Brochure distribution by real estate professionals
Flood Map Service Center Training Sessions
CRS Users Group Meetings
Only Rain Down the Drain Campaign activities and informational materials
Landscape BMP Certification classes (English & Spanish)
Watergoat and informational kiosk at community park
Watershed Brochure in Vietnamese
Flood Information Messages for County On-hold customers
Informational Videos
News releases
Events
FFMA Elevation Certificate training
Redington Shores Flood and Hurricane Awareness Town Meeting - Presentation by Pinellas County Emergency Management
Flood Insurance and mitigation techniques community workshops by Flood Risk Evaluator (f.r.e.)
Home Depot Hurricane Expo - Palm Harbor
Seminole Hurricane Expo
Science Center of Pinellas County
City of Indian Rocks Beach Public Safety Day
Lakes & Ponds Education Day
Cross Bayou Cleanup
Landscape BMP Certification classes (English)
Landscape BMP Certification classes (Spanish)
Stormdrain Marking Projects
Adopt-A-Pond HOA Presentations
Tampa Bay Regional Planning Council ONE BAY CRS Workshop
Events and Meetings via Pinellas County's Speakers Bureau

Non-County 2015-2016 Flood Information Outreach Projects

Organization	Outreach	Type	url
Floodsmart	Multiple	Publications, Website, Tools	https://www.floodsmart.gov/floodsmart/
FDEM	Multiple	Publications and Website	http://www.floridadisaster.org/EMTOOLS/Severe/floods.htm
FDEM	Flood Info Rack Cards	Publication	http://www.floridadisaster.org/mitigation/CRS/
FDEP	Multiple	Publications and Website	http://www.dep.state.fl.us/beaches/
FDEP	<i>Building Near the Beach?</i>	Interactive Map	http://ca.dep.state.fl.us/mapdirect/?focus=beaches
Municipalities	Flood Information Websites and Brochures	Publications and Website	multiple
UF IFIS Extension	Multiple	Publications and Website	http://solutionsforyourlife.ufl.edu/
UF IFIS Extension	Disasters: Preparation and Recovery	Publications and Website	http://solutionsforyourlife.ufl.edu/disaster_prep/general_info.shtml
UF IFIS Extension	HOMEOWNERS HANDBOOK TO PREPARE FOR NATURAL HAZARDS	Publications and Website	http://solutionsforyourlife.ufl.edu/pdf/FL_homeowners_handbook.pdf
UF IFIS Extension	The Disaster Handbook (Chaper 1-4 preparedness through recovery; Chapter 9 Flooding)	Publications and Website	http://disaster.ifas.ufl.edu/chap9fr.htm
SWFWMD	Understanding Flooding & Floodplains A Guide to Protecting Lives and Property From Flooding	Publications and Website	http://www.swfwmd.state.fl.us/publications/files/understanding_flooding.pdf
SWFWMD	Watershed Management Program Floodplain Map Viewer	Interactive Map	https://www.swfwmd.state.fl.us/projects/wmp/disclaimer.php
SWFWMD	Federal Flood Map Updates General Information	Publications and Website	https://www.swfwmd.state.fl.us/emergency/floodriskprojects/fema-generalinfo.pdf
Nature Conservancy	Multiple	Publications and Website	http://www.nature.org/ourinitiatives/habitats/riverslakes/natural-solutions-for-reducing-flood-risk-factsheet.pdf
Sea Grant	Multiple	Publications and Website	https://www.flseagrant.org/climatechange/coastalplanning/

Organization	Outreach	Type	url
Sea Grant	Volunteer Recruitment	Events and Research	https://www.flseagrant.org/climatechange/coastalplanning/
Sea Grant	Social Media	Web	https://twitter.com/pinellaseagrant
Storm Team 8 WFLA-TV	Hurricane-Ready	Website	http://wfla.com/category/weather/hurricanes/
Storm Team 8 WFLA-TV	Hurricane-Ready Guide 2016	Publication	http://wx.wfla.com/specialprojects/hurricane2016/wfla_hurricane_guide.pdf
Storm Team 8 WFLA-TV	Surviving the Storm	Website	http://wx.wfla.com/specialprojects/hurricane2016/
Storm Team 8 WFLA-TV	News and weather	TV, Social Media, Website	
Bay News 9	News and weather	TV, Social Media, Website, App	http://www.baynews9.com/flooding.html
Bay News 9	Storm Threat 2016 - Keeping you Safe	Publications and Website	http://www.baynews9.com/hurricane.html
Bay News 9	Hurricane Guide	Publication	http://www.baynews9.com/hurricane.html
TBO Hurricane Guide	Information and tracking map	Website and Interactive Map	http://www.tbo.com/hurricane-guide/
Tampa Bay Times	2016 HURRICANE PREPAREDNESS GUIDE	Website	http://www.tampabay.com/topics/specials/hurricane-preparedness.page
Tampa Bay Times	2017 HURRICANE PREPAREDNESS GUIDE	Newspaper insert	https://issuu.com/timescreative/docs/hurricane2016_guides?e=10555583/35952277
Tampa Bay Times	News	Website and Newspaper	http://www.tampabay.com/news/weather/hurricanes/still-tropical-depression-nine-drenching-tampa-bay-morning-commuters/2291644
ABC Action News	PERSONALIZED HURRICANE SURVIVAL GUIDE	Interactive Map	http://www.abcactionnews.com/hurricane
ABC Action News	Storm Shield: Get severe weather alerts for ANY type of phone	App	http://www.abcactionnews.com/weather/storm-shield-a-sophisticated-weather-radio-on-your-iphone-and-android
ABC Action News	News and weather	TV, Social Media, Website, App	http://www.abcactionnews.com/

Organization	Outreach	Type	url
CBS Tampa Bay, CW44	Hurricane Guide	Website	http://tampa.cbslocal.com/hurricane-guide/
CBS Tampa Bay, CW45	News and weather	TV, Social Media, Website, App	http://tampa.cbslocal.com/

APPENDIX 3 PPI PROJECT SHEETS

Description
<p>The Pinellas County Flood Information brochure was identified as a project in the 2014 PPI. The brochure content was revised to include succinct information on the CRS priority topics and additional messages developed by the PPI, and provide publicity for flood related County services and regulations. The brochure was also redesigned so readers will be able to quickly grasp the main points and are directed to the flood information website and/or staff for additional information.</p> <p>The PPI Committee also identified several target audiences that may benefit from the brochure and will receive the brochure in the mail. The brochure will be mailed annually prior to hurricane season and in conjunction with Hazardous Weather Week in Feb. Pinellas County municipalities will also receive the brochure via email, with an option to update it with their logo and contact information to use in their own communities. The brochure is available to customers of County services by request and at County offices and will be provided to attendees of events that the County participates in, such as the Hurricane Expo and municipal preparedness meetings.</p>
Stakeholder
Yes (multiple)
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
E3 Be aware of the substantial improvement rules.
F1 Only Rain Down the Drain.
F2 Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers, on your property.
G1 Know Your Zone.
H1 Get A Plan.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
Residents and businesses in flood-prone areas
Residents and businesses in moderate to low risk flood areas (Shaded X zones)
Residents and businesses in Repetitive Loss Areas
Residents and businesses in Repetitive Loss or Severe Repetitive Loss properties that have been identified by FEMA as eligible to receive FEMA mitigation grants.
Residents and businesses in the Special Flood Hazard Area
Residents and businesses in the storm surge area

Assignment Administrator
Floodplain Coordinator, Marketing and Communications, Planning
Schedule
Complete - Annual Evaluation
Activity
320
330-OP
350
360
370
540-SDR
610
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
d1 Reduced localized flooding
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
f1 Improvement in water quality and natural storage capacity
g1 Improved efficiency of hurricane evacuations.
h1 Less damage and injury from a storm
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
Distribution
Website
Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.
Events and Meetings (e.g. Expos, meetings, trainings, etc...)
Direct Mail
Libraries, Government offices

Description
Email blasts sent to registrants of the service. E-lert is a self-subscription monthly electronic newsletter that provides the latest emergency education information compiled from local and national sources. E-news is also a self-subscription, but is sent when there is County news or urgent messages. Press releases are also sent through e-news. Both are implemented via the Constant Contact service.
Stakeholder
No
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
F1 Only Rain Down the Drain.
G1 Know Your Zone.
H1 Get A Plan.
H2 Prepare Ahead.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J2 Take advantage of a Preferred Risk Policy.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
General population

Assignment Administrator
Floodplain Coordinator, Emergency Management, Marketing and Communications
Schedule
In progress
Activity
320
330-FRP
330-OP
350
360
370
540-SDR
610
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
d1 Reduced localized flooding
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
f1 Improvement in water quality and natural storage capacity
g1 Improved efficiency of hurricane evacuations.
h1 Less damage and injury from a storm
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
j2 More preferred risk policies.
Distribution
Email

Description		Assignment Administrator	
Pinellas County is active on facebook, twitter, instagram, and nextdoor social media sites. Flood information messages are included throughout the year in the social media posts. Social media is also use to replay information when there is an impending storm and during and after an event.		Floodplain Coordinator to provide content to Web Services to disseminate.	
Stakeholder		Schedule	
Yes (followers sharing posts)		In progress	
Message		Activity	
A1 Find out your flood risk.		320	
A2 Stay Connected.		330-FRP	
B1 Purchase flood insurance for your home, business, or rental.		330-OP	
C1 Stay Connected.		350	
C2 Turn Around Don't Drown.		360	
D1 Keep debris and trash out of the streets, streams, and ditches.		370	
D2 Clear storm drains to prevent flooding.		540-SDR	
D3 Elevate your equipment, such as water heaters, AC units, etc.		610	
E1 Find out what permits are required.		Topic	
E2 Get required permits before you start any home repair, improvement, or construction.		1 Know your flood hazard	
F1 Only Rain Down the Drain.		2 Insure your property for your flood hazard	
G1 Know Your Zone.		3 Protect people from the hazard	
H1 Get A Plan.		4 Protect your property from the hazard	
H2 Prepare Ahead.		5 Build responsibly	
I1 Find out how much flood damage could cost you.		6 Protect natural floodplain functions	
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.		7 Hurricane preparedness	
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.		8 General preparedness	
J2 Take advantage of a Preferred Risk Policy.		9 Flood Economics	
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.		10 Understand flood insurance	
Audience(s)		Outcome	
General population		a1 Better prepared and informed residents and businesses	
		b1 Increase in number of flood insurance policies.	
		c1 Reduced number of rescue calls	
		d1 Reduced localized flooding	
		d2 Reduced property loss from flooding	
		e1 Increased compliance and reduced flood loss	
		f1 Improvement in water quality and natural storage capacity	
		g1 Improved efficiency of hurricane evacuations.	
		h1 Less damage and injury from a storm	
		i1 Increase in awareness of the expense of flooding.	
		i2 Increase in number of flood insurance policies.	
		j1 More accurate policy ratings.	
		j2 More preferred risk policies.	
		Distribution	
		Facebook, Twitter, NextDoor	

Description		Assignment Administrator	
The County's UtiliTalk newsletter is mailed with the utility bills quarterly. This provides the County an opportunity to relay flood information messages throughout the County. Each quarter the County will highlight one or more messages in the newsletter. For example, prior to hurricane season, the newsletter will feature information on preparedness and flood insurance. The summer newsletter may include "Know Your Zone" and information about the County's Map Information Service to find out what your flood risk is.		Floodplain Coordinator to provide info to Public Information Office	
		Schedule	
		In progress	
		Activity	
		320	
		330-FRP	
		330-OP	
		350	
		360	
		370	
		540-SDR	
		610	
		Topic	
		1 Know your flood hazard	
		2 Insure your property for your flood hazard	
		3 Protect people from the hazard	
		4 Protect your property from the hazard	
		5 Build responsibly	
		6 Protect natural floodplain functions	
		7 Hurricane preparedness	
		8 General preparedness	
		9 Flood Economics	
		Outcome	
		a1 Better prepared and informed residents and businesses	
		b1 Increase in number of flood insurance policies.	
		c1 Reduced number of rescue calls	
		d1 Reduced localized flooding	
		e1 Increased compliance and reduced flood loss	
		f1 Improvement in water quality and natural storage capacity	
		g1 Improved efficiency of hurricane evacuations.	
		h1 Less damage and injury from a storm	
		i1 Increase in awareness of the expense of flooding.	
		i2 Increase in number of flood insurance policies.	
		Distribution	
		Direct Mail	
		Libraries, Government offices	
Audience(s)			
General population			
Stakeholder			
No			
Message			
A1	Find out your flood risk.		
A2	Stay Connected.		
B1	Purchase flood insurance for your home, business, or rental.		
C1	Stay Connected.		
C2	Turn Around Don't Drown.		
D2	Clear storm drains to prevent flooding.		
E1	Find out what permits are required.		
F1	Only Rain Down the Drain.		
G1	Know Your Zone.		
H1	Get A Plan.		
I1	Find out how much flood damage could cost you.		

Description
The Pinellas County All-Hazard Guide, Surviving the Storm — It's Everyone's Responsibility, was identified as a PPI project in 2015. Each year the comprehensive guide is reviewed and updated. The 2016 guide includes messages identified in the Pinellas County PPI. The guide is distributed County-wide and is available at County and municipal buildings, libraries, fire stations, and most Walgreens stores.
Stakeholder
Yes (Distributes by County businesses and organizations)
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
F1 Only Rain Down the Drain.
G1 Know Your Zone.
H1 Get A Plan.
H2 Prepare Ahead.

Audience(s)
English Speakers of Other Languages (ESOL)

Assignment Administrator
Emergency Management
Schedule
Activity
330-OP
610
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness

Distribution
Facebook, Twitter, NextDoor
Website
Email
Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.
Events and Meetings (e.g. Expos, meetings, trainings, etc...)
Direct Mail
Businesses/stakeholder offices (e.g. pharmacies, doctor offices, churches, real estate offices, etc.)
Libraries, Government offices

Description
The Real Estate Agents Flood Disclosure and Information Brochure is one of the Real Estate Agents Disclosure Program projects. The real estate centered flood informational brochure has a fillable section for agents to enter the property's flood hazard and insurance requirement information. Real estate agents will complete and provide the brochure to clients interested in purchasing properties located in the SFHA so that they are made aware of the flood hazard and the flood insurance purchase requirement.
Stakeholder
Yes (Real estate professionals)
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
E3 Be aware of the substantial improvement rules.
F1 Only Rain Down the Drain.
F2 Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers, on your property.
G1 Know Your Zone.
H1 Get A Plan.
H2 Prepare Ahead.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J2 Take advantage of a Preferred Risk Policy.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
Buyers of real estate
Real Estate Professionals, Insurance Agents, and/or Lenders

Assignment Administrator
Floodplain Coordinator
Schedule
Summer 2016
Activity
320
330-OP
350
360
370
610
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
d1 Reduced localized flooding
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
f1 Improvement in water quality and natural storage capacity
g1 Improved efficiency of hurricane evacuations.
h1 Less damage and injury from a storm
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
j2 More preferred risk policies.
Distribution
Website
Email
Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.
Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Description
The County will develop an instructional video and users guide for the online map information service and will provide training to the main users of the service (lenders, insurance agents, and real estate agents).
Stakeholder
No
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
G1 Know Your Zone.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J2 Take advantage of a Preferred Risk Policy.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
Contractors and builders
Pinellas County Municipality Elected Officials, City Managers, Floodplain Managers, and relevant staff
Real Estate Professionals, Insurance Agents, and/or Lenders
Special Interest
Surveyors

Assignment Administrator
Floodplain Coordinator
Schedule
Activity
320
330-OP
370
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
4 Protect your property from the hazard
5 Build responsibly
7 Hurricane preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
g1 Improved efficiency of hurricane evacuations.
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
j2 More preferred risk policies.
Distribution
Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Description
Pinellas County works with area contractors and builders to maintain compliance with building regulations. By providing comprehensive training, contractors and builders will be more informed about building regulations and guidelines related to development in the Special Flood Hazard Area and rebuilding after a flood. Topics to be covered in the training include: Pinellas County Floodplain Ordinance updates, PPI topics, Substantial Damage, Substantial Improvement, and the 50% rule, and the Online Map Information Service.
Stakeholder
No
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
E3 Be aware of the substantial improvement rules.
F1 Only Rain Down the Drain.
F2 Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers, on your property.
G1 Know Your Zone.
H1 Get A Plan.
H2 Prepare Ahead.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J2 Take advantage of a Preferred Risk Policy.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
Contractors and builders

Assignment Administrator
Floodplain Coordinator and Building Department
Schedule
Summer 2017
Activity
330-OP
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
d1 Reduced localized flooding
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
f1 Improvement in water quality and natural storage capacity
g1 Improved efficiency of hurricane evacuations.
h1 Less damage and injury from a storm
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
j2 More preferred risk policies.
Distribution
Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Description
Publicize and provide training sessions, such as Elevation Certificate Training, in partnership with FFMA and the municipalities.
Stakeholder
Yes (FFMA)
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
G1 Know Your Zone.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J2 Take advantage of a Preferred Risk Policy.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
Pinellas County Municipality Elected Officials, City Managers, Floodplain Managers, and relevant staff
Surveyors

Assignment Administrator
Floodplain Coordinator
Schedule
2 per year starting in 2016
Activity
330-OP
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
7 Hurricane preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
g1 Improved efficiency of hurricane evacuations.
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
j2 More preferred risk policies.
Distribution
Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Description

One of the goals of the Pinellas County PPI is to develop outreach projects with consistent messages and services that may serve all of Pinellas County, including its municipalities. This will save municipal resources and support consistent flood information across the County.

Pinellas County participates in the quarterly Tampa Bay Regional CRS Users group meetings to coordinate with and provide information about county-wide efforts that will benefit its municipalities.

Stakeholder

Yes (Industry professionals)

- | Message |
|--|
| A1 Find out your flood risk. |
| A2 Stay Connected. |
| B1 Purchase flood insurance for your home, business, or rental. |
| C1 Stay Connected. |
| C2 Turn Around Don't Drown. |
| D1 Keep debris and trash out of the streets, streams, and ditches. |
| D2 Clear storm drains to prevent flooding. |
| D3 Elevate your equipment, such as water heaters, AC units, etc. |
| E1 Find out what permits are required. |
| E2 Get required permits before you start any home repair, improvement, or construction. |
| F1 Only Rain Down the Drain. |
| G1 Know Your Zone. |
| H1 Get A Plan. |
| H2 Prepare Ahead. |
| I1 Find out how much flood damage could cost you. |
| I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts. |
| J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent. |
| J2 Take advantage of a Preferred Risk Policy. |
| J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount. |

Audience(s)

Pinellas County Municipality Elected Officials, City Managers, Floodplain Managers, and relevant staff

Assignment Administrator

Division Manager, Community Development & Planning

Schedule

Oct 2015

Activity

320

330-OP

- Topic**
- 1 Know your flood hazard
 - 2 Insure your property for your flood hazard
 - 3 Protect people from the hazard
 - 4 Protect your property from the hazard
 - 5 Build responsibly
 - 6 Protect natural floodplain functions
 - 7 Hurricane preparedness
 - 8 General preparedness
 - 9 Flood Economics
 - 10 Understand flood insurance

- Outcome**
- a1 Better prepared and informed residents and businesses
 - b1 Increase in number of flood insurance policies.
 - c1 Reduced number of rescue calls
 - d1 Reduced localized flooding
 - d2 Reduced property loss from flooding
 - e1 Increased compliance and reduced flood loss
 - f1 Improvement in water quality and natural storage capacity
 - g1 Improved efficiency of hurricane evacuations.
 - h1 Less damage and injury from a storm
 - i1 Increase in awareness of the expense of flooding.
 - i2 Increase in number of flood insurance policies.
 - j1 More accurate policy ratings.
 - j2 More preferred risk policies.

Distribution

Website

Email

Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Description
<p>Pinellas County's "Only Rain Down the Drain" campaign is a highly successful program that targets educating citizens about the need to keep storm drains free of debris and contaminants. The campaign projects include:</p> <ul style="list-style-type: none">-Door hangers (Only Rain Down the Drain; We All Live in a Watershed)-Vehicle wraps-Watershed brochure <p>The campaign was identified as a project in the 2014 PPI. The County revised the content of all of the campaign projects to include PPI Flood Information messages under topics 4 and 6, "Keep debris and trash out of the streets, streams, and ditches" and "Only Rain Down the Drain" and publicize the no dumping regulation. The content is reviewed annually and revised as appropriate.</p> <p>In addition to the outreach materials for this campaign, the stream dumping regulations and the Only Rain Down the Drain message and campaign will be publicized via the flood information brochure and on the flood information website.</p>
Stakeholder
Yes (Special Interest groups)
Message
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
F1 Only Rain Down the Drain.

Audience(s)
Special Interest

Assignment Administrator
Senior Environmental Specialist Environmental Management
Schedule
Complete - Annual Evaluation
Activity
330-OP
420-NFOS5
540-SDR
Topic
4 Protect your property from the hazard
6 Protect natural floodplain functions
Outcome
d1 Reduced localized flooding
f1 Improvement in water quality and natural storage capacity
Distribution
Door Hangers
Facebook, Twitter, NextDoor
Website
Email
Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.
Events and Meetings (e.g. Expos, meetings, trainings, etc...)
Direct Mail
Libraries, Government offices

12 Landscape BMP Certification classes (English & Spanish)

Description

The County provides Landscape BMP Certification classes in English & Spanish to landscape professionals. The class is centered on “Only Rain Down the Drain” and provides an opportunity for the County’s Environmental professionals to educate this audience about water quality, natural floodplain functions, and flood prevention from a drainage standpoint.

Stakeholder

No

Message

- D1 Keep debris and trash out of the streets, streams, and ditches.
- D2 Clear storm drains to prevent flooding.
- F1 Only Rain Down the Drain.

Audience(s)

Landscapers

Assignment Administrator

Watershed Unit Floodplain Manager

Schedule

Complete - Annual Evaluation

Activity

330-OP

540-SDR

Topic

- 4 Protect your property from the hazard
- 6 Protect natural floodplain functions

Outcome

- d1 Reduced localized flooding
- f1 Improvement in water quality and natural storage capacity

Distribution

Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Description
Pinellas County has a variety of informational materials available at area parks and preserves and online. The PPI Committee will review these materials, including web page content and brochures to identify opportunities to include additional Priority Topics and additional messages developed by the PPI and communicate the importance of natural functions open space.
Stakeholder
No
Message
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
F1 Only Rain Down the Drain.

Audience(s)
Park and preserve patrons

Assignment Administrator
Watershed Unit Floodplain Manager
Schedule
Fall 2017
Activity
330-OP
420-NFOS5
Topic
4 Protect your property from the hazard
6 Protect natural floodplain functions

Outcome
d1 Reduced localized flooding
f1 Improvement in water quality and natural storage capacity

Distribution
Website
Parks and Recreation Sites

Description

Pinellas County currently provides the All-Hazard Guide in Spanish. The County will translate the Flood Information Brochure to Spanish. Pinellas County Communications will coordinate with Spanish Organizations to distribute the brochure to the Spanish Speaking population. The County will also evaluate other outreach projects to determine what other materials that may be translated into Spanish or other languages as appropriate.

Stakeholder

Yes (Organizations of other languages, churches, etc.)

- | Message |
|--|
| A1 Find out your flood risk. |
| A2 Stay Connected. |
| B1 Purchase flood insurance for your home, business, or rental. |
| C1 Stay Connected. |
| C2 Turn Around Don't Drown. |
| D1 Keep debris and trash out of the streets, streams, and ditches. |
| D2 Clear storm drains to prevent flooding. |
| D3 Elevate your equipment, such as water heaters, AC units, etc. |
| E1 Find out what permits are required. |
| E2 Get required permits before you start any home repair, improvement, or construction. |
| F1 Only Rain Down the Drain. |
| G1 Know Your Zone. |
| H1 Get A Plan. |
| H2 Prepare Ahead. |
| I1 Find out how much flood damage could cost you. |
| I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts. |
| J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent. |
| J2 Take advantage of a Preferred Risk Policy. |
| J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount. |

Audience(s)

English Speakers of Other Languages (ESOL)

Assignment Administrator

Watershed Unit Floodplain Manager

Schedule

Fall 2016

- Activity**
- 320
 - 330-OP
 - 350
 - 360
 - 370
 - 540-SDR
 - 610

- Topic**
- 1 Know your flood hazard
 - 2 Insure your property for your flood hazard
 - 3 Protect people from the hazard
 - 4 Protect your property from the hazard
 - 5 Build responsibly
 - 6 Protect natural floodplain functions
 - 7 Hurricane preparedness
 - 8 General preparedness
 - 9 Flood Economics
 - 10 Understand flood insurance

- Outcome**
- a1 Better prepared and informed residents and businesses
 - b1 Increase in number of flood insurance policies.
 - c1 Reduced number of rescue calls
 - d1 Reduced localized flooding
 - d2 Reduced property loss from flooding
 - e1 Increased compliance and reduced flood loss
 - f1 Improvement in water quality and natural storage capacity
 - g1 Improved efficiency of hurricane evacuations.
 - h1 Less damage and injury from a storm
 - i1 Increase in awareness of the expense of flooding.
 - i2 Increase in number of flood insurance policies.
 - j1 More accurate policy ratings.
 - j2 More preferred risk policies.

Distribution

Website

Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.

Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Businesses/stakeholder offices (e.g. pharmacies, doctor offices, churches, real estate offices, etc.)

Parks and Recreation Sites

15 Flood Information Messages for County On-hold Recordings

Description	Assignment Administrator
Pinellas County offers helpful information to callers needing services while they wait on the phone. A series of messages to better target important flood risk information and direct residents where to locate resources on the web as well as phone numbers of contacts, will be recorded and played.	Watershed Unit Floodplain Manager
Stakeholder	Schedule
No	Spring 2017
Message	Activity
A1 Find out your flood risk.	330-OP
A2 Stay Connected.	Topic
B1 Purchase flood insurance for your home, business, or rental.	1 Know your flood hazard
C1 Stay Connected.	2 Insure your property for your flood hazard
C2 Turn Around Don't Drown.	3 Protect people from the hazard
D2 Clear storm drains to prevent flooding.	4 Protect your property from the hazard
E1 Find out what permits are required.	5 Build responsibly
F1 Only Rain Down the Drain.	6 Protect natural floodplain functions
G1 Know Your Zone.	7 Hurricane preparedness
H1 Get A Plan.	8 General preparedness
I1 Find out how much flood damage could cost you.	9 Flood Economics
	Outcome
	a1 Better prepared and informed residents and businesses
	b1 Increase in number of flood insurance policies.
	c1 Reduced number of rescue calls
	d1 Reduced localized flooding
	e1 Increased compliance and reduced flood loss
	f1 Improvement in water quality and natural storage capacity
	g1 Improved efficiency of hurricane evacuations.
	h1 Less damage and injury from a storm
	i1 Increase in awareness of the expense of flooding.
	i2 Increase in number of flood insurance policies.
	Distribution
	Other
Audience(s)	
Customers of Pinellas County services	

Description

The County continuously develops an array of informational videos, including flood, hurricane, and safety informational videos. The County's video library is available on youtube and throughout the County website. Additionally, these videos are played on PCC-TV and in County office waiting areas. PCC-TV is played on county's TV station, which airs on Brighthouse 622, WOW 18 and Verizon 44 and streams live on the web at pinellascounty.org/tv.

The Emergency Management section of the County website also contains a video library of relevant videos, including County videos and and relevant videos produced externally. There are links to these videos throughout the website on relevant pages, as well, including in the flood information section of the site. Statewide, public service announcements about flooding are shown on television as well.

The County will be developing another informational video using messages from the 10 PPI flood information topics to better target important flood risk information and direct residents as to where to locate resources on the web as well as phone numbers, titles of contacts and physical addresses where the offices are located.

- Stakeholder**
- Yes (May be shown in presntations by speakers bureau volunteers)
- Message**
- A1 Find out your flood risk.
 - A2 Stay Connected.
 - B1 Purchase flood insurance for your home, business, or rental.
 - C1 Stay Connected.
 - C2 Turn Around Don't Drown.
 - D1 Keep debris and trash out of the streets, streams, and ditches.
 - D2 Clear storm drains to prevent flooding.
 - D3 Elevate your equipment, such as water heaters, AC units, etc.
 - E1 Find out what permits are required.
 - E2 Get required permits before you start any home repair, improvement, or construction.
 - F1 Only Rain Down the Drain.
 - G1 Know Your Zone.
 - H1 Get A Plan.
 - H2 Prepare Ahead.
 - I1 Find out how much flood damage could cost you.
 - I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
 - J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
 - J2 Take advantage of a Preferred Risk Policy.
 - J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.

Audience(s)

General population

- Assignment Administrator**
- Floodplain Coordinator, Emergency Management, Marketing and Communications
- Schedule**
- Spring 2017
- Activity**
- 330-OP
- Topic**
- 1 Know your flood hazard
 - 2 Insure your property for your flood hazard
 - 3 Protect people from the hazard
 - 4 Protect your property from the hazard
 - 5 Build responsibly
 - 6 Protect natural floodplain functions
 - 7 Hurricane preparedness
 - 8 General preparedness
 - 9 Flood Economics
 - 10 Understand flood insurance
- Outcome**
- a1 Better prepared and informed residents and businesses
 - b1 Increase in number of flood insurance policies.
 - c1 Reduced number of rescue calls
 - d1 Reduced localized flooding
 - d2 Reduced property loss from flooding
 - e1 Increased compliance and reduced flood loss
 - f1 Improvement in water quality and natural storage capacity
 - g1 Improved efficiency of hurricane evacuations.
 - h1 Less damage and injury from a storm
 - i1 Increase in awareness of the expense of flooding.
 - i2 Increase in number of flood insurance policies.
 - j1 More accurate policy ratings.
 - j2 More preferred risk policies.
- Distribution**
- Facebook, Twitter, NextDoor
 - Website
 - Lobby televisions
 - Television broadcast

Description
<p>The County will present and provide flood related information to the Council of North County Neighborhoods (CNCN) Pinellas County annually. The CNCN can then present and provide the information to the member associations. Materials to be presented and provided will include a power point presentation, tour of flood information website, videos, and the flood information brochure and All-hazard guide. The partial 2016 CNCN members include:</p> <p>Carlyle Homeowners Association, ELW Community Association, Highgate Homeowners Assoc, Friends of Brooker Creek, East Lake Youth Sports Assoc, Eagle Watch/North Boot Ranch, Homeowners of Old Keystone Rd 424 Fallbrook at Lansbrook, Bridlewood at Tarpon Woods, Chateaux des Lacs HOA, Coventry at Crescent Oaks, Crescent Oaks, Cypress Run Property Owners Assoc, Ridgemoor Master, Tarpon Woods Entrance & Islands Alliance, Townhomes at Lost Oaks HOA, Wentworth Property Owners, Woodfield Community Association, and Myrtle Point Homeowner's Assoc.</p>
Stakeholder
Yes (HOA BoDs)
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
E3 Be aware of the substantial improvement rules.
F1 Only Rain Down the Drain.
F2 Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers, on your property.
G1 Know Your Zone.
H1 Get A Plan.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
Special Interest

Assignment Administrator
Floodplain Coordinator, Emergency Management, Marketing and Communications
Schedule
Feb 2017
Activity
320
330-OP
350
360
370
540-SDR
610
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
d1 Reduced localized flooding
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
f1 Improvement in water quality and natural storage capacity
g1 Improved efficiency of hurricane evacuations.
h1 Less damage and injury from a storm
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
Distribution
Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.
Events and Meetings (e.g. Expos, meetings, trainings, etc...)

Description
The Pinellas County The Flood Map Service Center is a valuable tool that can be made available to a broader audience, such as lenders, with a “plugin” to allow interested parties to embed the service into their own websites.
Stakeholder
Yes (Real estate, insurance, and/or lender industries)
Message
A1 Find out your flood risk.
G1 Know Your Zone.

Assignment Administrator
Watershed Unit Floodplain Manager
Schedule
Summer 2017
Activity
320
330-OP
Topic
1 Know your flood hazard
7 Hurricane preparedness

Outcome
a1 Better prepared and informed residents and businesses
g1 Improved efficiency of hurricane evacuations.

Audience(s)
Buyers of real estate
Real Estate Professionals, Insurance Agents, and/or Lenders

Distribution
Website
Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.

Description	Assignment Administrator
Each year organizations and private companies hold community workshops throughout the County to consult residents and businesses on their flood insurance policies and flood mitigation options. The County attends these events when possible to provide map information and distribute All Hazard guides and flood information brochures to attendees.	Stakeholder, Floodplain Coordinator
Stakeholder	Schedule
Yes (Insurance Companies)	annual
Message	Activity
A1 Find out your flood risk.	320
A2 Stay Connected.	330-OP
B1 Purchase flood insurance for your home, business, or rental.	350
C1 Stay Connected.	360
C2 Turn Around Don't Drown.	370
D1 Keep debris and trash out of the streets, streams, and ditches.	540-SDR
D2 Clear storm drains to prevent flooding.	610
D3 Elevate your equipment, such as water heaters, AC units, etc.	Topic
E1 Find out what permits are required.	1 Know your flood hazard
E2 Get required permits before you start any home repair, improvement, or construction.	2 Insure your property for your flood hazard
E3 Be aware of the substantial improvement rules.	3 Protect people from the hazard
F1 Only Rain Down the Drain.	4 Protect your property from the hazard
F2 Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers, on your property.	5 Build responsibly
G1 Know Your Zone.	6 Protect natural floodplain functions
H1 Get A Plan.	7 Hurricane preparedness
H2 Prepare Ahead.	8 General preparedness
I1 Find out how much flood damage could cost you.	9 Flood Economics
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.	10 Understand flood insurance
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.	Outcome
J2 Take advantage of a Preferred Risk Policy.	a1 Better prepared and informed residents and businesses
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.	b1 Increase in number of flood insurance policies.
Audience(s)	c1 Reduced number of rescue calls
General population	c2 Improved efficiency of evacuations.
	d1 Reduced localized flooding
	d2 Reduced property loss from flooding
	e1 Increased compliance and reduced flood loss
	f1 Improvement in water quality and natural storage capacity
	g1 Improved efficiency of hurricane evacuations.
	h1 Less damage and injury from a storm
	i1 Increase in awareness of the expense of flooding.
	i2 Increase in number of flood insurance policies.
	j1 More accurate policy ratings.
	j2 More preferred risk policies.
	Distribution
	Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.

Description
Pinellas County's Speakers Bureau provides speakers knowledgeable in more than 120 topics of interest, including the PPI topics. Organizations County-wide may request speakers on their topic of interest for their event. Depending on the topic and the event, the speaker may be a volunteer or County staff.
Stakeholder
Yes (Speakers Bureau volunteers)
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
E3 Be aware of the substantial improvement rules.
F1 Only Rain Down the Drain.
F2 Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers, on your property.
G1 Know Your Zone.
H1 Get A Plan.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
Special Interest

Assignment Administrator
Floodplain Coordinator, Emergency Management, Marketing and Communications
Schedule
Ongoing
Activity
320
330-OP
350
360
370
540-SDR
610
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
c2 Improved efficiency of evacuations.
d1 Reduced localized flooding
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
f1 Improvement in water quality and natural storage capacity
g1 Improved efficiency of hurricane evacuations.
h1 Less damage and injury from a storm
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
Distribution
Website
Stakeholders: Realtors, Neighborhood Associations, Interest Groups, etc.

Description
Tampa Bay Home Show is a 3 day event in July at Tropicana Field in Pinellas County. The County has a booth at the event and staff provide attendees the Pinellas County All-Hazard Guide, Flood information brochure, and other materials.
Stakeholder
No
Message
A1 Find out your flood risk.
A2 Stay Connected.
B1 Purchase flood insurance for your home, business, or rental.
C1 Stay Connected.
C2 Turn Around Don't Drown.
D1 Keep debris and trash out of the streets, streams, and ditches.
D2 Clear storm drains to prevent flooding.
D3 Elevate your equipment, such as water heaters, AC units, etc.
E1 Find out what permits are required.
E2 Get required permits before you start any home repair, improvement, or construction.
E3 Be aware of the substantial improvement rules.
F1 Only Rain Down the Drain.
F2 Use Low Impact Development (LID), such as rain barrels, bioretention systems, green roofs, pervious pavers, and vegetative buffers, on your property.
G1 Know Your Zone.
H1 Get A Plan.
I1 Find out how much flood damage could cost you.
I2 Get involved with flood information outreach to support the County's participation in the NFIP CRS to provide flood insurance discounts.
J1 Because Pinellas County has a proactive Floodplain Management Program and participates in the National Flood Insurance Program (NFIP) Community Rating System (CRS), you may get a discount on your flood insurance premium. Look for your CRS discount on your flood insurance bill or ask your agent.
J3 Check with your flood insurance agent to make sure your flood insurance policy is rated correctly and you are receiving the correct CRS discount.
Audience(s)
General population

Assignment Administrator
Floodplain Coordinator, Emergency Management, Marketing and Communications
Schedule
Annual
Activity
320
330-OP
350
360
370
540-SDR
610
Topic
1 Know your flood hazard
2 Insure your property for your flood hazard
3 Protect people from the hazard
4 Protect your property from the hazard
5 Build responsibly
6 Protect natural floodplain functions
7 Hurricane preparedness
8 General preparedness
9 Flood Economics
10 Understand flood insurance
Outcome
a1 Better prepared and informed residents and businesses
b1 Increase in number of flood insurance policies.
c1 Reduced number of rescue calls
c2 Improved efficiency of evacuations.
d1 Reduced localized flooding
d2 Reduced property loss from flooding
e1 Increased compliance and reduced flood loss
f1 Improvement in water quality and natural storage capacity
g1 Improved efficiency of hurricane evacuations.
h1 Less damage and injury from a storm
i1 Increase in awareness of the expense of flooding.
i2 Increase in number of flood insurance policies.
j1 More accurate policy ratings.
Distribution
Events and Meetings (e.g. Expos, meetings, trainings, etc...)

APPENDIX 4 ANNUAL PROJECT EVALUATIONS

2015 Project	2016 Project Status	Comments/Recommendations
Flood Information Brochure	Brochure was distributed throughout the year via several projects, such as direct mail to target audiences, events, and static locations. The brochure was revised and updated in July 2016.	Direct mail to numerous target audiences used a lot of resources. In 2016 mail outs will target two target audiences, Repetitive Loss Areas and Flood Prone Areas.
Flood Information Website	Website links were checked monthly and content was updated as needed. Content was thoroughly reviewed in August 2016.	Continue monthly checks and as-needed updates.
Real Estate Agents Disclosure Program	Program kicked off in May 2016 with a successful Flood Disclosure and Map Information Training at the Pinellas Realtor Organization. Attendees are completing and distributing the Flood disclosure and information brochures. The next training is scheduled for October 2016.	Update the brochure content and design. Modify training to include a general session to introduce the Community rating System (CRS) program, cost savings on flood insurance, and how to use the Flood Disclosure and Information brochure, followed by lunch, then an applied training session, which will be interactive and provide opportunity for attendees to use the online map service center and practice completing the brochures.
Map Information Services Publicity	Real estate agents, Lenders, and brokers were notified of the service via email and it was publicized in the flood info brochure.	Continue Implementing
Flood Outreach and Map Information Services for Municipalities	The County developed the map information service and real estate disclosure program as county-wide efforts for munis to take advantage of. Additionally, Warning and Response is covered County-wide. The County also met with and talked to communities that needed guidance with their programs.	Use CRS users Group as platform to give overview of Countywide efforts that other communities may benefit from.
Flood Map Service Center Plug-In	This project is on hold until resources become available to develop.	
Flood Map Service Center Training	Training was developed and implemented for the Realtor training in May 2015.	Develop a general training program (eg not real estate centric)
Flood Protection Assistance Advisory Program	This program is publicized in the flood info brochure, which was distributed to the target audiences in 2015.	Continue Implementing

2015 Project	2016 Project Status	Comments/Recommendations
Training for Contractors & Builders	This project is on hold until resources become available to develop.	
Only Rain Down the Drain Campaign	All materials were reviewed and one more truck was wrapped.	Continue Implementing
Parks & Recreation Educational Materials	Pilot project of water goat with informational kiosk was installed at a small community park.	Continue Implementing.
Spanish Outreach Materials	The watershed brochure was created in Vietnamese and the All-Hazard guide was developed in Spanish.	Develop spanish flood info brochure.
Flood Information Messages for County On-hold Recordings	Messages were recorded and implemented and will be reviewed annually.	Continue Implementing.
PCC-TV in County Offices	Building department added new content.	Continue Implementing.
Flood Response Media Kit	The FWRP package was reviewed and updated.	Continue Implementing.
Flood Response PCCTV Programming	The FWRP package was reviewed and updated.	Continue Implementing.
Flood Response Social Media	The FWRP package was reviewed and updated.	Continue Implementing.

APPENDIX 5 FRP PACKAGE

PINELLAS COUNTY COMMUNICATION DEPARTMENT

Pinellas County Program for Public Information

Flood Warning & Response Preparations (FWRP) Outreach Package

TABLE OF CONTENTS

1	Overview	3
2	Flood Response Outreach Messages.....	4
3	Flood Response Message Dissemination.....	9

LIST OF TABLES

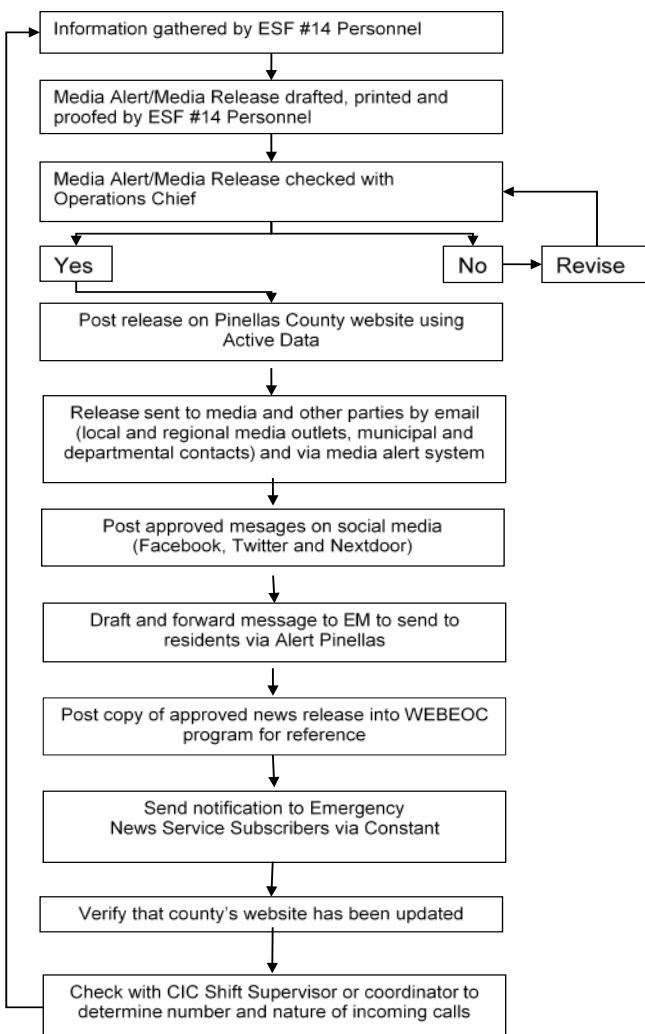
Table 1	Messages - Impending.....	4
Table 2	Messages - During	5
Table 3	Messages – After	7
Table 4	Flood Response Message Dissemination Tools.....	9

1 OVERVIEW

Pinellas County has a library of prescribed messages to be implemented prior to an impending flood, and during and after the flood event. These messages are intended to notify the public when flooding is predicted to occur, its expected severity, and appropriate response actions (e.g., evacuation routes, safe shelters, protective actions). These messages are conveyed via several flood response outreach tools to notify the public using a variety of methods before, during and after an event.

The Pinellas County Emergency Management Warning and Notification SOG and the Marketing and Communications Emergency Support Function (ESF) #14 - Public Information Office Standard Operating Procedures (SOP), provide detailed instructions for copying and distributing the flood response messages and outreach projects (Figure 1). Section 2 of this document lists the messages to convey to the public before, during and after a flooding event. Section 3 describes the outreach tools in place to convey these messages.

Figure 1 Excerpt from ESF #14 SOP - Media Advisories Procedure



2 FLOOD RESPONSE OUTREACH MESSAGES

The following messages were designed to help the public prepare for an impending flooding event, provide safety measures during and after an event, and provide recovery information following a flood.

Table 1 Messages – Impending

Topic	Timing	FRP Message
1 Know your flood hazard	Impending	Dangerous flooding conditions are expected throughout the County if [storm description / or name] makes landfall. Stay tuned or visit website for up to date flood hazard info.
1 Know your flood hazard	Impending	Pinellas County is under a [type] Warning. Stay tuned to local media for emergency updates and additional information.
1 Know your flood hazard	Impending	Dangerous flooding conditions are expected in the area of [neighborhood or municipality] near the [water body]. Stay tuned or visit website for up to date flood hazard info.
3 Protect people from the hazard	Impending	If your plan is to travel out of the local area and you can leave at this point, go.
3 Protect people from the hazard	Impending	If you are registered for transportation to a public shelter, be sure you have everything you need for your "go bag".
3 Protect people from the hazard	Impending	If you are registered for transportation to a public shelter, be ready to leave. Rescue workers will begin pick-ups shortly after an evacuation order is issued.
3 Protect people from the hazard	Impending	Evacuation orders are anticipated. You can find evacuation and shelter information at http://egis.pinellascounty.org/apps/knowyourzone/
3 Protect people from the hazard	Impending	Stay Connected. Sign up for Alert Pinellas, e-news, and E-lert to receive information and emergency alerts via e-mail, and follow us on facebook, twitter, and nextdoor.
3 Protect people from the hazard	Impending	Stay tuned to local television and radio stations for traffic advisories, reports of flooding or other critical information.
3 Protect people from the hazard	Impending	Complete final preparations to evacuate or to shelter in your home.
3 Protect people from the hazard	Impending	The Citizen Information Center is open and residents can call (727) 464-4333 to report issues or for more information.]

Topic	Timing	FRP Message
3 Protect people from the hazard	Impending	At this time, a mandatory evacuation order is in place for [LOCATION]. You can find evacuation and shelter information at http://egis.pinellascounty.org/apps/knowyourzone/
3 Protect people from the hazard	Impending	Turn Around, Don't Drown.
4 Protect your property from the hazard	Impending	Clear storm drains to prevent flooding.
4 Protect your property from the hazard	Impending	Keep debris and trash out of the streets, streams, and ditches.
4 Protect your property from the hazard	Impending	Sandbags will be available to residents of unincorporated Pin[Dat/Time] at [Locations].
4 Protect your property from the hazard	Impending	Dispose of any piles of loose tree limbs to reduce clogged storm drains.
4 Protect your property from the hazard	Impending	Installing storm shutter will make your home safer from wind damage.
4 Protect your property from the hazard	Impending	If your plans are to evacuate the area, secure your home so you can leave as soon as you an evacuation order is issued.
4 Protect your property from the hazard	Impending	Bring in all large yard items; i.e. furniture, grills, bird baths.
6 Protect natural floodplain functions	Impending	Keep debris and trash out of the streets, streams, and ditches. Only Rain Down the Drain - It's the Law.
6 Protect natural floodplain functions	Impending	Report blocked ditches, swales and canals
7 Hurricane preparedness	Impending	Let friends and family know your evacuation plans.
8 General preparedness	Impending	Closely monitor the track of [STORM NAME] and have your family's disaster preparedness plans in place.
8 General preparedness	Impending	Fill up your automobile gas tank and make sure your prescriptions are filled.

Table 2 Messages – During

Topic	Timing	FRP Message
1 Know your flood hazard	During	Stay tuned to local news for updates
1 Know your flood hazard	During	Motorists are urged to use care when driving through flooded areas, and to follow posted detour signs
1 Know your flood hazard	During	Residents should stay tuned to local television and radio stations for traffic advisories, reports of flooding or other critical information

Topic	Timing	FRP Message
1 Know your flood hazard	During	The area of xxxx is flooded. Please use caution. Stay inside.
1 Know your flood hazard	During	Updates will continue to be posted on the Pinellas County website, and on social media using the hashtag #PinellasWx.
1 Know your flood hazard	During	If you live in flood prone areas, floodwater levels to remain higher than usual with water in the street present through at least [Date].
3 Protect people from the hazard	During	Residents in the [Flood Location] can expect floodwater levels to remain higher than usual with water in the street present through at least [Date].
3 Protect people from the hazard	During	Avoid contact with flood waters if possible. Those who do come into contact with flood waters should thoroughly rinse any exposed body parts with soap and sanitized or disinfected water.
3 Protect people from the hazard	During	Avoid downed or hanging power lines, always assume the power line is live.
3 Protect people from the hazard	During	Avoid rapidly-flowing water. Only 6 inches of fast-flowing water can sweep you off your feet.
3 Protect people from the hazard	During	Residents in affected areas are advised to stay indoors if their home is safe.
3 Protect people from the hazard	During	Stay tuned to local media for emergency updates and additional information.
3 Protect people from the hazard	During	Be especially cautious at night, when it is harder to see possible flood dangers.
3 Protect people from the hazard	During	The Citizen Information Center is open and residents can call (727) 464-4333 to report issues or for more information.]
3 Protect people from the hazard	During	Do not go into any room if water has submerged electrical outlets of cords.
4 Protect your property from the hazard	During	Pinellas County has made sandbags available to the public at [Locations].
8 General preparedness	During	If an area is barricaded, there is a reason. Find an alternate route.
8 General preparedness	During	The American Red Cross has opened [Number] shelters for affected residents in the evacuation area. The shelters are: [Names/Locations]
8 General preparedness	During	Pinellas County has issued an evacuation order for [location]
8 General preparedness	During	Stay Connected. You can still sign up for Alert Pinellas by calling (866) 484-3264.

Table 3 Messages – After

Topic	Timing	FRP Message
1 Know your flood hazard	After	[Name of roads or areas] is still experiencing flooding conditions from yesterday's storm. Stay tuned or visit website for up to date flood hazard info.
1 Know your flood hazard	After	Follow reentry orders and avoid flooded areas.
1 Know your flood hazard	After	Updates will continue to be posted on the Pinellas County website, and on social media using the hashtag #PinellasWx.
3 Protect people from the hazard	After	Take extra care in the prevention of mosquitoes breeding in standing water and remember the 3 Ds: Drain water when possible; Dress in light colors and cover all parts of the body; Defend with DEET, Picaridin or Oil of Lemon Eucalyptus.
3 Protect people from the hazard	After	Stay out of standing water or structures until authorities advise it is safe.
3 Protect people from the hazard	After	Pinellas County officials are urging residents to avoid driving through high water.
3 Protect people from the hazard	After	[Emergency shelters remain opened at [locations] for residents whose homes were flooded during the storm.]
3 Protect people from the hazard	After	The Citizen Information Center is open and residents can call (727) 464-4333 to report issues.
4 Protect your property from the hazard	After	Pinellas County emergency crews are being dispatched to areas affected by the heavy rain event that occurred [time].
4 Protect your property from the hazard	After	If your home or business has flooded, remove wet contents promptly to prevent mold. Wet carpeting, furniture, bedding and other items holding moisture can develop mold within 24 to 48 hours. Click here for more information: https://www.floodsmart.gov/t
5 Build responsibly	After	Build back safer and stronger. https://www.fema.gov/media-library/assets/documents/29837
5 Build responsibly	After	Find out what permits are required.
5 Build responsibly	After	Get required permits before you start any home repair, improvement, or construction.
6 Protect natural floodplain functions	After	Report blocked ditches, swales and canals. [Link to http://www.pinellascounty.org/reportanissue/]
8 General preparedness	After	Residents with power should stay tuned to local television and radio stations for critical updates

Topic		Timing	FRP Message
9	Flood Economics	After	Take photos or video of the damage to document your losses for your insurance claim before you move any debris or remove damaged belongings.
9	Flood Economics	After	Make a List of Damaged Contents.
9	Flood Economics	After	Look out for price gouging. It is illegal for anyone to sell necessary goods or services at higher than normal prices during a state of emergency. Visit http://www.pinellascounty.org/consumer/price_gouging.htm for more information.
10	Understand flood insurance	After	File your insurance claims promptly [link to: https://www.fema.gov/media-library-data/1409252356253-ee460a21e69333f01eea03a8f55eb3c6/F-687_ClaimsHandbook_508XI_Aug2014.pdf]. There are short and firm deadlines for submitting them.

3 FLOOD RESPONSE MESSAGE DISSEMINATION

Pinellas County has several tools in place to inform the public about flooding, and what steps may be taken to minimize the hazards to life and property (Table 4). These tools convey the template messages in Section 2 before, during and after flooding events. Procedures for copying and disseminating the messages in Section 2 via these tools are detailed in the County's Emergency Management Warning and Notification SOG and the Marketing and Communications Emergency Support Function (ESF) #14. The messages and the tools used to disseminate them are reviewed annually and updated as needed.

Table 4 Flood Response Message Dissemination Tools

TOOL	Trigger	WHAT IT IS	HOW IT WORKS	AUTHORIZED TO USE
Emergency Alert System (EAS) via EMNet	Large scale event such as evacuation	An EAS message is a text and audio message that is intended for rebroadcast to public via Television, Radio and NWS Weather Alert Radio. These messages can be for severe weather, chemical spills, civil emergencies, etc. Weather warnings are the most common reason for an activation of the EAS	Emergency Alert System (EAS) messages within Florida are sent using the Florida Emergency Management Network (EMnet). PCEM and the NWS have an agreement that allows Pinellas County Emergency Management to send EAS messages over NOAA Weather Radio and the NOAA Weather Wire. This alert method will automatically feed the local EAS network.	Emergency Mgmt

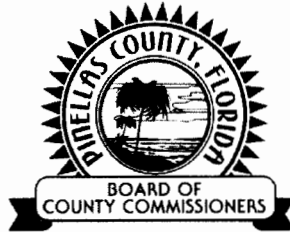
TOOL	Trigger	WHAT IT IS	HOW IT WORKS	AUTHORIZED TO USE
Alert Pinellas	Any event where the public needs to be notified	Alert Pinellas is powered by CodeRed, an emergency alert mass notification via land line, mobile phones, sms message, and email. CodeRed can feed social media sites.	This web-based system is a hybrid of self-subscribers plus auto-subscriptions through reverse 911 and county employees through OPUS. -NOTE – Action Item: Close gap on Utilities and Public Works not sending notices for their needs (lane closures, boil water notices, etc.) Communications to take lead--.	Primary senders for emergencies: <ul style="list-style-type: none"> • Emergency Mgmt • 911 • Marketing & Communications Have ability to send alerts: <ul style="list-style-type: none"> ○ Public Works ○ Utilities ○ Risk Management
Wireless Emergency Alerts (WEA)	Large scale event with impacts countywide	WEA is a public safety system that allows citizens who own certain wireless phone models and other enabled mobile devices to receive geographically-targeted, text-like messages alerting them of imminent threats to safety in their area. WEA and the EAS are part of FEMA's Integrated Public Alert and Warning System (IPAWS).	WEA enables emergency alerts to a specific geographic area (<u>county</u>) through cell towers. The cell towers broadcast the emergency alerts for reception by WEA-enabled mobile devices. Messages are sent through IPAWS using EMNet.	Emergency Mgmt
Intelligent Transportation System (ITS)	Any event where the public needs to be notified	The Intelligent Transportation System consists of a broad range of wireless and wire-line communications-based traffic and traveler information systems which are combined to help motorists make better decisions.	The Dynamic Message Signs and low power radio are under control of the Pinellas County's Transportation Division. Pinellas County 911 is also capable of posting to the Dynamic Message Signs. For DMS – Define when Communications sends; does PW have templates (if not, need them). For radio, A.M. is currently active. Need to determine if can broadcast live.	<ul style="list-style-type: none"> • PC Transportation Division – with info provided by Marketing & Communications • 911

TOOL	Trigger	WHAT IT IS	HOW IT WORKS	AUTHORIZED TO USE
Digital Billboards	Large scale event such as evacuation; outreach	Clear Channel Communications has a number of digital billboards at different locations throughout Pinellas County that can display information to the public. NOTE—Action Item – EM to determine if Gannett also has digital billboards and request access--	As part of the public safety effort, Clear Channel Communications has agreed to make these billboards available for posting public safety messages.	Marketing & Communications
Pinellas County Website (www.pinellascounty.org)	Large scale event; also used for smaller scale with the normal county homepage	County's main website and Emergency Mgmt.'s site, www.pinellascounty.org/emergency, supply Pinellas County residents/visitors with emergency information	During an EOC activation, , the webmaster on-duty will change the county home page to an emergency template and update the site with emergency public information drawn from media advisories, media briefings, response and recovery information. The county's alternate emergency home page will be enabled upon request of the EOC .	<ul style="list-style-type: none"> • BTS Webmaster • Marketing & Communications
E-Lert	Monthly electronic newsletter	A self-subscription monthly newsletter that provides the latest emergency education information compiled from local and national sources. (sent through Constant Contact via e-mail)	Subscribers can sign up for this free newsletter; during emergencies, subscribers will receive emergency bulletins and instructions.	Marketing & Communications
E-News	When Communications wants to post news or urgent messages	Press releases are sent through Constant Contact via e-mail.	Subscribers can sign up to receive e-mails and notices.	Marketing & Communications

TOOL	Trigger	WHAT IT IS	HOW IT WORKS	AUTHORIZED TO USE
Press Release	Any event where the public needs to be notified	A press release is an official statement issued to media outlets giving information to the public on a particular matter. Pinellas County Marketing and Communications Department maintains contacts and relationships with the local and regional media.	During normal operations, County departments would contact the Marketing and Communications Department who provides notifications to the general public through the local and regional media. During EOC activation, Operations could submit content such as evacuation notices and recovery information to the PIO to release to the media. PIO issues official county information as directed following NIMS protocol.	Marketing & Communications sends press release to media on behalf of county leadership and all county departments.
Media Alert	When Communications needs to get out urgent & timely info.	Delivery service free to government to inform major media outlets who pay to subscribe.	https://www.media-alert.com/ To send out alerts that have urgency for media. Example of alert type: flashes across computer screens.	Marketing & Communications
PCC TV	During normal operations, PCC-TV carries county meetings & educational programs; During EOC activation, carries media briefings & emergency info.	PCC TV is the county's cable TV channel.	At EOC activation, Marketing and Communications staff will interrupt regular PCC-TV programming and broadcast emergency information to county residents. Also utilizes an information crawl. The EOC Lead PIO will coordinate with the on-duty PCC-TV producer to ensure that PCC-TV staff is aware of the time, date and locations of any upcoming emergency briefings or media events.	Marketing & Communications
Facebook	Any event where the public needs to be notified or county wants to inform.	Social Media	https://www.facebook.com/PinellasCountyNews	Marketing & Communications

TOOL	Trigger	WHAT IT IS	HOW IT WORKS	AUTHORIZED TO USE
Twitter	Any event where the public needs to be notified or county wants to inform.	Social Media using brief messages	https://twitter.com/PinellasEM - Emergency & Safety info https://twitter.com/PinellasCoNews - county-wide news	Marketing & Communications
NextDoor	Any event where the public needs to be notified	Social Media for neighborhoods,	https://nextdoor.com -- Law enforcement & public safety services can post to local accounts to notify of urgent messages or outreach	Marketing & Communications
Instagram	Any event where the public needs to be notified or county wants to inform.	Social Media generally used for promotional topics and targeted to younger audience	https://instagram.com/pinellascounty - <u>Images posted; messages are conveyed in visual context; predominantly photos and videos (15-second)</u>	Marketing & Communications

APPENDIX 6 PINELLAS COUNTY COMMISSION APPROVAL



BOARD OF COUNTY COMMISSIONERS

DATE: April 7, 2015
AGENDA ITEM NO. 15

Consent Agenda ☐

Regular Agenda ☒

Public Hearing ☐

 **County Administrator's Signature:**

Subject:

Adoption of the Pinellas County Program for Public Information (PPI) Planning Document in Support of the County's Participation in the Community Rating System (CRS) Program.

Department:

Public Works

Staff Member Responsible:

Richard Coates, P.E., Director

Recommended Action:

I RECOMMEND THE BOARD OF COUNTY COMMISSIONERS (BOARD) ADOPT THE PINELLAS COUNTY PROGRAM FOR PUBLIC INFORMATION AS THE GUIDANCE DOCUMENT FOR PUBLIC OUTREACH IN SUPPORT OF THE COUNTY'S PARTICIPATION IN THE COMMUNITY RATING SYSTEM.

Summary Explanation/Background:

The PPI is a tool to improve communication and provide additional resources on flood hazards, flood safety, flood insurance, and other floodplain related functions. The PPI was introduced by the Federal Emergency Management Agency as a planning tool to provide a step-by-step coordinated strategy for flood hazard outreach. This approach provides the County with opportunities to improve its CRS rating; therefore, increasing the discounts unincorporated residents would receive on their flood insurance policies. For the PPI to qualify in the CRS Program and give additional points on the rating, resulting in higher discounts to residents on flood insurance rates, Board approval is required for the PPI accreditation.

The PPI committee members consisted of staff from the County's Communication Department, Emergency Management, Planning Department, and Public Works Natural Resources Division. The committee also included representatives from the Clearwater Neighborhoods, Tampa Bay Regional Planning Council, Lealman Neighborhoods, Council of Neighborhoods Coalition, Holehouse Insurance, BB&T and Sunshine Home Sales and Commercial Brokerage.

After several PPI committee meetings, a plan was developed to identify existing outreach efforts, and propose new outreach efforts that cover various topics and messages to support a variety of activities that qualify for CRS points.

Fiscal Impact/Cost/Revenue Summary:

Funding for this activity is for a not to exceed amount of \$64,000, and is budgeted in the Public Works Natural Resources Division operating budget for consulting services on an as needed basis.

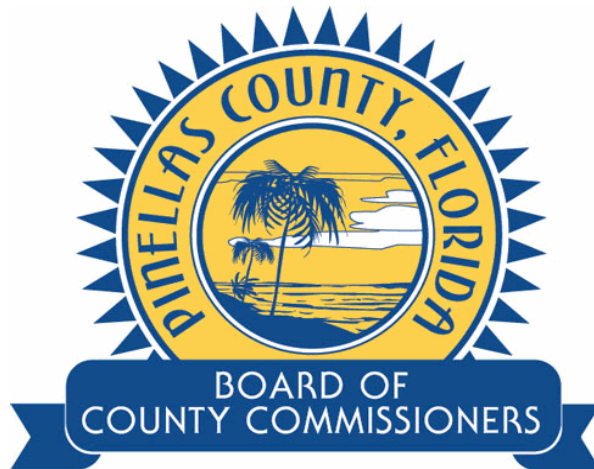
Exhibits/Attachments Attached:

Pinellas County Program for Public Information Document

APPENDIX 7 PINELLAS COUNTY COMMISSION ANNUAL UPDATE

Pinellas County Board of County Commissioners

*315 Court Street, 5th Floor Assembly Room
Clearwater, Florida 33756
www.pinellascounty.org*



Regular Meeting Agenda

Tuesday, September 27, 2016
2:00 PM

Charlie Justice, Chairman
Janet C. Long, Vice-Chairman
Dave Eggers
Pat Gerard
John Morroni
Karen Williams Seel
Kenneth T. Welch

Mark S. Woodard, County Administrator
James Bennett, County Attorney
Ken Burke, Clerk of the Circuit Court and Comptroller

ROLL CALL**INVOCATION by Pam Dubov, Pinellas County Property Appraiser****PLEDGE OF ALLEGIANCE****PRESENTATIONS AND AWARDS****1. Presentations and awards:**

FEMA Community Rating System Plaque Presentation

Thank You for Doing Business: Triad Retail Media

Florida Native Plant Month Proclamation

Fire Prevention Week Proclamation

Fire Professional of the Year Awards

Fire Administration Partner Presentation

CITIZENS TO BE HEARD**2. Public comment.****CONSENT AGENDA****CLERK OF THE CIRCUIT COURT AND COMPTROLLER****3. Minutes of the regular meeting held August 23, 2016.****4. Vouchers and bills paid from July 17 through July 23, 2016 (revised) and August 21 through August 27, 2016.**

Reports received for filing:

5. Quarterly Investment Report for the period ended June 30, 2016.**6. Dock Fee Report for the month of August 2016.**

Miscellaneous items received for filing:

7. City of Clearwater Ordinances Nos. 8901-16, 8904-16, 8907-16, and 8910-16 adopted August 4, 2016, annexing certain properties.

COUNTY ADMINISTRATOR DEPARTMENTS

County Administrator

8. Receipt and file report of non-procurement items delegated to the County Administrator.

Human Services

9. Grant Award from the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration for the Cooperative Agreement to Benefit Homeless Individuals.

Management and Budget

10. Agreement with the Florida Department of State, Division of Library and Information Services for a State Fiscal Year (FY) 2016-2017 budget appropriation for the East Lake Community Library Expansion Project.

Parks and Conservation Resources

11. Resolution supplementing the FY 2016 Air Quality Tag Fee Fund Budget for unanticipated state-shared revenue.

Planning

12. Annual updates regarding the County's Local Mitigation Strategy and Program for Public Information.

Public Works

13. Traffic Calming Plan requiring the installation of a multi-way stop condition at Ridgemoor Drive and Bridgeton Court.

Real Estate Management

14. Ranking of firms and agreement with GovDeals, Inc. for online auction services of miscellaneous surplus items for the Tampa Bay Area Purchasing Cooperative and other assorted participants.
15. Declare surplus and authorize the sale of miscellaneous County-owned equipment.

Safety and Emergency Services

16. Resolution supplementing the FY 2016 Emergency Medical Services Fund budget for unanticipated Ambulance Service Fees revenue.

COUNTY ATTORNEY

17. Notice of new lawsuit and defense of the same by the County Attorney in the case of Cristina Dye, individually and as parent and natural guardian of Alysa Saiu, a minor - Circuit Civil Case No. 16-005298-CI-15 - allegations of negligence resulting in personal injuries.

AUTHORITIES, BOARDS, CONSTITUTIONAL OFFICERS AND COUNCILS

Emergency Medical Services Authority

18. Authority to advertise a public hearing to be held on October 11, 2016, regarding a proposed ordinance amending Chapter 54 of the County Code relating to emergency services.

REGULAR AGENDA

ITEMS FOR DISCUSSION FROM THE CONSENT AGENDA

COUNTY ADMINISTRATOR DEPARTMENTS

Human Services

19. Agreement for Medical Examiner and Forensic Laboratory Services.
20. Legal Aid Services Agreement with Gulfcoast Legal Services, Inc.
21. Second and Final Option of Renewal with Bayfront HMA Medical Center, LLC., a Florida Corporation, d/b/a Bayfront Medical Center, to provide partial reimbursements for ambulatory and inpatient hospital care.
22. Contract with the State of Florida Department of Health for the operation of the Pinellas County Health Department for FY 2017.

Planning

23. Contract for Sale and Purchase to acquire a 1.19 acre parcel of land located at 5000 Main Street North, St. Petersburg, located within the Lealman Community Redevelopment Area.

Safety and Emergency Services

24. Technical Rescue Team Agreement with the Cities of Clearwater, Largo, Pinellas Park, and St. Petersburg.

COUNTY ADMINISTRATOR

- 25.** County Administrator miscellaneous.

COUNTY ATTORNEY

- 26.** County Attorney miscellaneous.

AUTHORITIES, BOARDS, CONSTITUTIONAL OFFICERS AND COUNCILS

Business Technology Services

- 27.** Increase to the purchase authorization with Unify, Inc., for requirements of Voiceover Internet Protocol telephone system equipment and maintenance services.

Economic Development Authority

- 28.** Purchase and Sale Agreement with Industrial Realty Group, LLC for the Young-Rainey Science Technology and Research Center property.

Emergency Medical Services Authority

- 29.** Resolution establishing a Water Rescue Grant Program.

Sheriff's Office

- 30.** FY 2016 Board Budget Amendment No. 10 supplementing the Sheriff's General Fund Budget for increased Florida Retirement System costs.

COUNTY ADMINISTRATOR REPORTS

- 31.** County Administrator reports:
Aging Friendly update.

COUNTY COMMISSION

- 32.** County Commission miscellaneous.

6:00 PM

PUBLIC HEARINGS

BOARD OF COUNTY COMMISSIONERS

- 33.** Resolutions to adopt final millage rates and budgets for FY 2017 (second public hearing).

ADJOURNMENT

Special Accommodations

Persons needing a special accommodation to participate in this proceeding should contact the Office of Human Rights, by written or oral request, at least 48 hours prior to the proceeding at: 400 South Fort Harrison Avenue, Suite 500, Clearwater, Florida 33756, Phone: (727) 464-4880, TDD: (727) 464-4062.

Public Participation Procedures

Persons wishing to speak during the Citizens to be Heard portion of the agenda or regarding a specific agenda item must complete a Citizen Comment Card. Cards should be given to staff at the table located at the front of the Assembly Room. At the scheduled section of the meeting when the item is before the Board of County Commissioners (Board), the Chairman will call each individual, one by one, to the lectern to be heard. Each individual may speak for up to three minutes.

Public Hearing Procedures

The procedure used by the Board in conducting public hearings is to have a staff presentation followed by the applicant presenting the specific proposal. The Board will then hear comments from the proponents followed by comments from the opponents and a staff summary. The applicant will then be given an opportunity to close and the Board will decide on the matter.

Public hearings before the Board are governed by the provisions of Section 134-14 of the Pinellas County Land Development Code. That code provides that at the conclusion of each person's presentation, any speaker may seek the Chairman's permission to ask questions of staff. Specifically:

1. At the conclusion of the presentations by the applicant and any proponents, all affected parties may seek the Chairman's permission to ask questions of or seek clarification from the applicant and/or the proponents.
2. At the conclusion of the presentation by the opponents, all affected parties may seek the Chairman's permission to ask questions of or seek clarification from any opponent.

The applicant's closing comments will address testimony subsequent to his or her presentation. Continuing rebuttal of other than directly preceding testimony will not be allowed. Because much testimony has already been submitted in writing, the following guidelines accommodate efficient presentations:

1. The applicant should present his or her entire case, including rebuttal, in no more than 20 minutes.
2. Persons wishing to speak regarding a Public Hearing item may speak for up to three minutes each after completing a Public Hearing Comment Card and submitting it to staff at the table located at the front of the Assembly Room.
3. Representatives of groups consisting of 5 or more individuals who are present during the Public Hearing may speak on behalf of the group for up to 10 minutes at the Chairman's discretion. To do so, the other individuals in the group must have waived their time to the representative by providing their information on the Group Speaker List, located on the back of the Public Hearing Comment Card.

Appeals

Persons are advised that, if they decide to appeal any decision made at this meeting/hearing, they will need a record of the proceedings, and, for such purposes, they may need to ensure that a verbatim record of the proceedings is made, which includes the testimony and evidence upon which the appeal is to be based.

If a Board meeting beginning at 9:30 a.m. has not concluded by 12:30 p.m., a recess will be taken from 12:30 to 1:00 p.m., and the remainder of the meeting will continue at 1:00 p.m.

If a Board meeting beginning at 2:00 p.m. has not concluded by 5:30 p.m., a recess will be taken from 5:30 to 6:00 p.m. The remainder of the afternoon agenda will resume at 6:00 p.m., followed by public hearings.

At the Chairman's discretion, agenda items may be considered in a different order.