



Doing Things!

Hurricane Irma Response & Recovery

Sept. 14, 2017



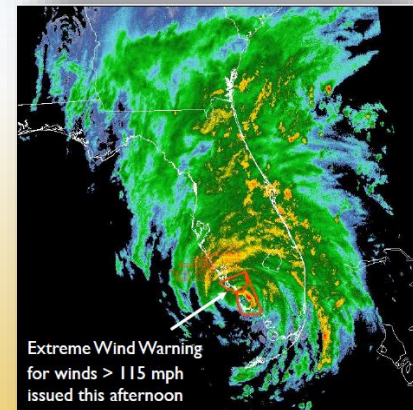
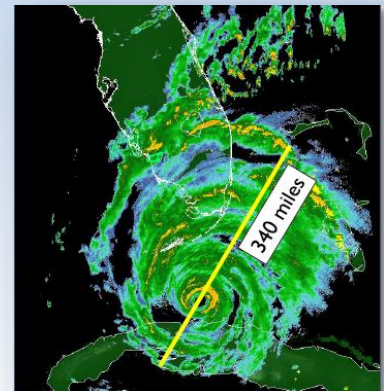


Strategic Plan Alignment:

- **Ensure Public Health, Safety and Welfare**
 - Provide planning, coordination, prevention and protective services to ensure a safe and secure community.
- **Deliver First Class Services to the Public and Our Customers**
 - Ensure effective and efficient delivery of county services and support.

Storm Impact:

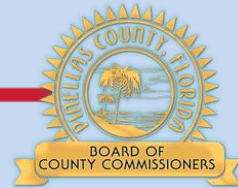
- Category 2 hurricane: 80-90 mph winds
 - Belleair had 87 mph reported
- 8 to 9 inches of rainfall
- Storm surge of 1-3 feet (<2 feet)
- Eastern Florida coast track with severe weather impact across Pinellas County





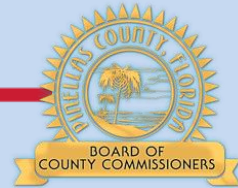
Critical Path Update

- Power restoration
 - 541K customers, 79% outages, 34% remaining
 - (Approx. 184K)
- Sheltered – 23,000 (approx.)
 - General Population 21,300; Special Needs 1,700; Pets +2,000
- Pump stations
 - 306 stations, 200 outages, 124 restored (76 managed)
- Intersections
 - 376 locations, 94% on power or managed (Sheriff/Police)
 - Sheriff deployed 285 deputies in local partnership



Critical Path Update

- Hospitals
 - 17 Hospitals – all operational
- Debris
 - 100% of County cleared for response and recovery
 - Partner Cities still reporting

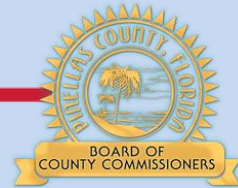


Timeline:

Preparedness

- **Sept. 4** – Public information re: Hurricane Irma begins
- **Sept. 7** – BCC declares state of local emergency; mandatory evacuations for Level A and mobile homes*
- **Sept. 8** – EOC activated
- **Sept. 9** – Mandatory evacuation order expanded to Level B*

*Includes special needs

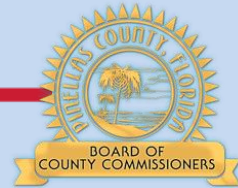


Timeline:

Storm Impact:

- **Sunday, Sept. 10** (afternoon) –
 - Tropical storm force winds

- **Sunday-Monday Sept. 10-11** (overnight) –
 - Hurricane force winds until 3 a.m.
 - Tropical force winds until 10 a.m.



Timeline:

Response & Recovery:

- **Sept. 11** – Response operations begin as wind impacts subside by late morning
- **Sept. 12-13** – Mandatory evacuation orders rescinded; shelter consolidation, damage assessments continue



Emergency Operations Center

(Coordinates with Emergency Responders Building)

ESF #1 – Transportation

ESF #7 – Resources

ESF #13 – Public Safety & Security

ESF #2 – Communications

ESF #8 – Health & Medical

ESF #14 – Public Information

ESF #3 – Public Works

ESF #9 – Search & Rescue

ESF #15 – Volunteers & Donations

ESF #4 – Firefighting

ESF #10 – Hazardous Materials

ESF #16 – Law Enforcement

ESF #5 – Planning

ESF #11 – Food & Water

ESF #17 – Animal Services

ESF #6 – Mass Care

ESF #12 – Energy

ESF #18 – Business & Industry



Our Role:

- Preparedness
- Response
- Recovery
- Restoration



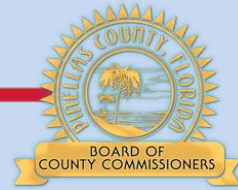
Preparedness:

- More than **200** local, state and federal partners coordinated through the EOC
- Virtual, Public Information Joint Information Center activated; preparedness public information
- Citizen Information Center (CIC) activated
- More than **330,000** sandbags distributed



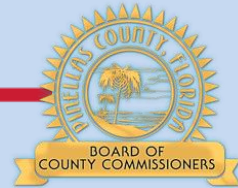
Preparedness:

- **17** shelters opened throughout the county
- **260** homeless residents transported to shelters
 - 650 from Pinellas Hope and Safe Harbor
- Nearly **1,700** special needs residents sheltered
- More than **23,000** total residents in emergency shelters
- More than **2,000** pets sheltered



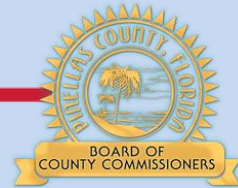
Operations Through the Storm:

- First responders continued evacuations and security efforts until 40-50 mph sustained wind
- Continued citizen and pet care at shelters
- Ongoing public information



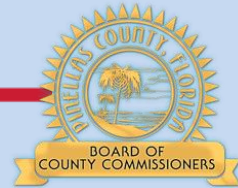
Storm Impacts:

- **Power outages**
 - **430,984** customers = 79%
 - (540,933 customer base)
- **6** hospitals
- **55** nursing homes
- **152** assisted living facilities



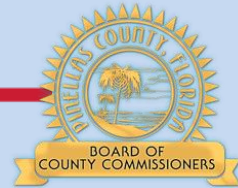
Storm Impacts:

- **Power outages**
 - Approximately **200** sewer pump stations (out of 306 total)
 - Most of the 376 county-maintained traffic signals.
 - Most of county facilities managed by Real Estate Management. 93% restored.



Response & Recovery:

- Ongoing shelter operations & evacuee support
- Initial roadway assessment & road clearing by Public Works Task Force units (included: Utilities, Airport, Sunstar, PCSO and Duke Energy crews)
- Duke Energy crews deployed to repair outages



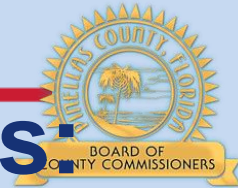
Response & Recovery:

- All 15 county bridges inspected and cleared
- Ongoing intersection traffic management by PCSO and Public Works
- County parks, preserves, building and facilities assessments
- Mobile home damage assessments



Response & Recovery:

- Ongoing support and resource coordination for health facilities
- Economic Development disaster loan support
- Owner-pet reunification efforts
- Ongoing Citizen Information Center call-taking
- Ongoing public information and media relations



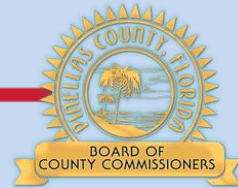
Response & Recovery – Next steps:

- **Shelter transition operations**
 - Ross Norton, Dunedin Recreation Center & Sexton Elementary
- **Debris Management Program**
 - Debris curbside collection starting Monday
- **Post-storm public information**
 - Consumer protection & assistance



Response & Recovery – Next Steps:

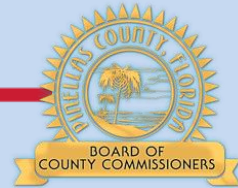
- FEMA Tele-registration – Individual assistance
 - Call 1-800-621-3362
 - www.PinellasCounty.org - Links “Irma”
- Business Assistance
 - US Small Business Administration
 - Business Physical Disaster Loans – 11/9/17 (deadline)
 - Economic Injury Disaster Loans – 6/11/18 (deadline)
 - Disaster Bridge Loans – State of Florida
 - www.PCED.org/disaster
 - (727) 453-7200



Public Information Outcomes

(as of Sept. 13, 2017)

- More than **55,000** calls handled at CIC
- **35** news releases sent & 4 press conferences
- More than **340** messages sent over each social media outlet (Pinellas Co. Facebook, EM Twitter, Pinellas Twitter, Instagram)



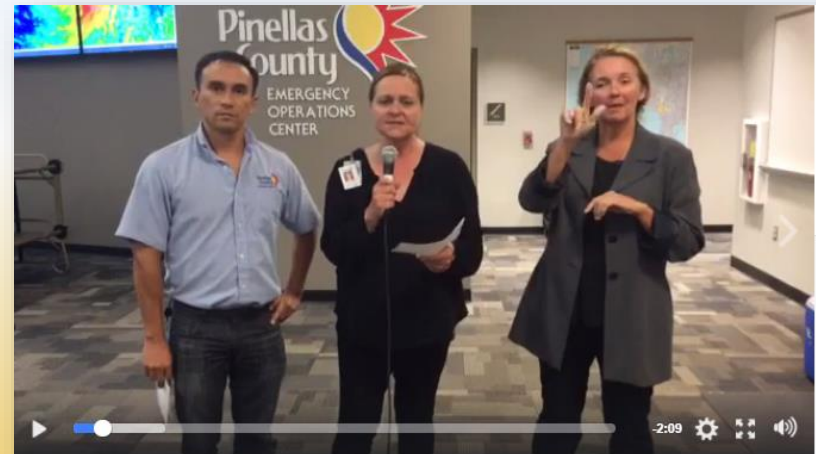
Public Information Outcomes

(as of Sept. 13, 2017)

- More than **14,000** new followers on social media platforms
- More than **7 million** impressions across all social media platforms

Public Information Outcomes

- Multilingual safety tips and video updates shared (Spanish, English & American Sign Language)



Citizen Voices:



“Thank you for all the hours you have put into trying to get our lives back to normal & the sacrifices you have made to your families because of it.”

Sandy, Facebook user

“True heroes! Thank you for helping the most vulnerable! May God bless you and your families.”

Carol, Facebook user



Citizen Voices:

“Unbelievable. Excited. Amazed we made it through it.”

Victoria Collins, evacuee, upon reuniting with her pet at Animal Services

