

2018 Pinellas County Government Accomplishments



Our Vision:
To Be the Standard for Public Service in America

Board of County Commissioners

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Message From Your Board

We are pleased to bring you the 2018 accomplishments report highlighting the many ways Pinellas County has pursued our vision: To Be the Standard For Public Service In America.

2018 was an important year of transitions and progress for Pinellas County. In May, we bid farewell to five-term Commissioner John Morrone, who passed away after a courageous battle with cancer. His commitment to public safety and to making sure the voices of our citizens were always heard will live on as part of his legacy to this community.

Former Redington Shores Mayor Jay J. Beyrouti was appointed in July to complete Commissioner Morrone's unexpired term through November. Though Commissioner Beyrouti only served on the Board for a short time, he hit the ground running and helped move two significant projects forward—the next round of Gulf Boulevard improvements, and the development of plans for a joint-use facility to support EMS, fire and other public needs in the Redingtons.

Commissioner Beyrouti's leadership and service were a welcome addition to our Board, if only for a short time.

In November, we welcomed Commissioner Kathleen Peters as our District 6 representative. That same day, we made history by having a women-majority Board for the first time.

Also in the fall, we welcomed Barry A. Burton as our new County Administrator. We look forward to Barry's leadership as we continue to meet the needs and concerns of our citizens today and tomorrow.

Throughout these transitions, the County has continued to serve the public and pursue the goals of our strategic plan, as highlighted in this year's accomplishments report.

As your Board of County Commissioners, we thank you for the opportunity to serve the best county in Florida, Pinellas County.

*Dave Eggers Kathleen Peters Charlie Justice Kenneth T. Welch
Pat Gerard Karen Williams Seel Janet C. Long*



Pinellas County's Strategic Plan

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



Deliver First-Class Services to the Public and Our Customers

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



Ensure Public Health, Safety, and Welfare

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



Practice Superior Environmental Stewardship

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



Foster Continual Economic Growth and Vitality

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



Create a Quality Workforce in a Positive, Supportive Organization

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

▶ Angela Greene



▶ Kathy Barile



▶ Billy Washington



▶ Lori Collins



▶ Bruno Rivera



▶ Kara Crabtree



▶ Hazel Lane



▶ Michael Schoderbock



▶ Casey Morse



▶ Jonathan Skinner



▶ David Hansen



▶ Melissa Perez

2018 EMPLOYEES RECOGNIZED FOR DOING THINGS TO SERVE THE PUBLIC
 From top: Angela Greene; Kathy Barile; Billy Washington; Lori Collins; Bruno Rivera; Kara Crabtree; Hazel Lane; Michael Schoderbock; Casey Morse; Jonathan Skinner; David Hansen; Melissa Perez



Delivering First-Class Services

Across the board, we continue to look for ways to make your life easier. In 2018, we made significant strides in our service delivery—online and in person.

2018 HIGHLIGHTS

Faster Services Online

- New Utilities mobile and **online payment** site simplifies customers' monthly payments.
- New online registration forms for special needs and **shelter registration** were available ahead of storm season.
- Since the 2015 launch of the Pinellas County app, thousands of citizens have reported issues ranging from potholes to mosquito breeding, with **97%** now getting a response **within one business day**.
- New YouTube live stream **showcases adoptable pets**.



More than 10,000 calls handled

to assist citizens, repair potholes and clear pipes, drains and ditches

Improving Your Commute

- **103,476 square feet** of sidewalk repaired to eliminate trip and fall hazards.
- **100 lane miles** of roadway paved.
- **1,073 tons** of asphalt used to patch and repair county roadways.
- **23,970 acres** mowed to keep rights of way clear.

2018 Citizen Values Survey Results

Meeting Citizens' Expectations

Residents were asked to rate their experience against their expectation for 21 community characteristics such as public infrastructure, sense of community and housing affordability. The rating has risen since 2016.



Quality of Life in Pinellas County

74% of our citizens think our quality of life is better or just as good as five years ago.

88% of our citizens think our quality of life will be better or just as good five years from now.

Trust & Confidence

Pinellas County citizen trust and confidence ratings outperformed the national average as captured by Gallup polling.

- **93%** indicate trust in Pinellas County government, versus 70% of Gallup Poll respondents rating their local governments



Pinellas County

National Average

Great Place to Live

9 in 10 resident respondents indicated that they would recommend Pinellas County as a place to live and retire.

Approximately 8 in 10 would recommend Pinellas County as a place to work and raise children.



Engaging Our Community

- **30+ volunteers** across multiple county agencies distributed fresh produce and groceries to Pinellas citizens in need during the Farm Share event.



400+ families in need received fresh produce

- **204,000+ hours** of service contributed by 1,524 county volunteers.

Responsible Stewards of Public Resources

- **Lowest per capita debt** among large Florida counties.

Responding to Property Needs

- **40,000** customers helped at Building and Development Review Services.
- **6,882 zoning transactions** processed, with more than half initiated within 5 minutes of client arrival.
- **1,400** right-of-way use permits processed.
- **3-day** average field response time for code concerns, reduced from 12 days in 2016.
- Opened **Contractor Licensing Department** to ensure proper licensing and training of local contractors to protect consumers.



New Online Bill2Pay



Making Pinellas Safer & Healthier

We respond to emergencies, prepare for disasters, coordinate services for those in need, protect consumers and address animal safety.

2018 HIGHLIGHTS

Supporting a Safe Commute



400+
bicycle helmets
distributed
to elementary
school students

- **1,681** service requests handled by Public Works road crews.
- **5 miles** of stormwater pipes and channels rehabilitated.



1,000
storm kits
delivered
to home-bound
seniors in partnership
with local agencies

Ready Throughout Hurricane Season

- **325** healthcare facility plans reviewed.
- **27** partners gathered to create a Regional Hurricane Evacuation Plan.
- **73** emergency preparedness courses held.
- **144** community presentations and public education events held to help thousands of residents prepare.

Responding to Your Emergencies

Launched **Text to 911** to serve our deaf and hard-of-hearing residents and those who cannot call in an emergency.



- More than **1 million calls** handled by our Regional 9-1-1 Center dispatchers.

Helping Our Neighbors After the Storm

In October, **Hurricane Michael devastated Florida's Panhandle**. Within days, 64 Pinellas County employees deployed to help with recovery efforts. Working with partners from other local agencies, our staff helped restore services and provide relief to the area's first responders.

Our Emergency Management team also helped in the aftermath of Hurricane Florence in North Carolina.



64
employees
deployed to
Florida
Panhandle



Emergency Management
supported
response in
North Carolina

Procuring Services for Those in Need

- **2,346** service members and families served at Veteran Services office.
- **58%** increase in outreach and public education with our veteran population.
- Public Works **facilitated 4 public meetings** to help citizens understand FEMA's new flood maps.



Managing Our Pet Population

- **15,531** field visits by animal control officers.
- **5,000** pets vaccinated, microchipped and licensed at Animal Services.
- **1,062** pets sterilized through animal welfare grants.

193,000
animal licenses
issued



Public Works oversaw the replacement of two Pinellas Trail bridges to increase bicycle and pedestrian safety in Palm Harbor.





Protecting Our Environment

We renovate and enhance park facilities, protect our natural resources and preserve environmental lands.

2018 HIGHLIGHTS

Expanding Our Parks & Green Spaces

- **2 new amenities** brought citizens closer to nature: reopened ADA-accessible Wall Springs Park Tower and the Botanical Gardens Wetlands and Wildlife Walkway (in partnership with Florida Botanical Gardens Foundation).



New Wall Springs Park tower

Active, Informed Citizens

- **63,000** people reached through Utilities' award-winning water education program.
- **25,364** people reached by UF/IFAS Extension at centers in Largo and Brooker Creek Preserve with **882** environmental education programs.
- **737** pledges submitted by members of the public to reduce their contribution to microplastic pollution.

Reducing Mosquito Population

- **201K+ acres** treated for multiple stages of mosquito populations.
- **1,510 tires** collected during Tire Amnesty Day to dispose of tires where mosquitoes can breed.



New Wetlands & Wildlife Walkway

6.8-mile north gap segment of the Pinellas Trail Loop project kicked-off this year with a public meeting as part of plans for a 75-mile loop.



Leaders in Recycling & Renewable Energy

A \$242 million project is underway at Pinellas County's Waste-to-Energy Facility that will extend the facility's life by 17 years. Efforts to educate the public to reduce, reuse and recycle have **extended the life of our landfill to the year 2103**. That means less waste taking up less space and providing more energy for our community.



17-year extended life for waste-to-energy plant



- **No. 1 recycling rate** in Florida for third straight year.
- **1.6B pounds** of trash burned, creating enough renewable energy to power 45,000+ homes.
- **2.2M gallons** of stormwater and leachate collected, treated and reused as cooling water for the facility.
- **1.9M pounds** of electronics, chemicals, and other products reused or recycled at the Household Electronics and Chemical Collection Center Swap Shop.
- **3,152** businesses educated on waste management compliance.

Preserving Our Beaches & Waterways

- **1.6M** cubic yards of sand added through beach nourishment.
- **1800+ tons** of debris removed from area beaches during worst red tide bloom in a decade.



Protecting Our Water Quality

- **100,000+ annual water tests** conducted in partnership with Tampa Bay Water to ensure high-quality drinking water.
- **5,200 acres** of ponds and lakes maintained to remove invasive vegetation.
- **2,900** bags of trash and 800 cubic yards of debris removed from roads and rights of way.



11,000 curb miles of county roads swept of dirt, leaves and trash, reducing more than 1 ton of nitrogen and phosphorus from local waterways.

Honoring the legacy of a Lealman community champion, Pinellas County renamed Joe's Creek Greenway Park to Raymond H. Neri Community Park.





Strengthening Our Economy

We invest in infrastructure and community revitalization to improve the quality of life for our residents, and to attract new businesses and visitors.

2018 HIGHLIGHTS

Setting Tourism & Travel Records

- A record **\$59.7M** in bed taxes collected on overnight stays in FY18.
- **7** consecutive years of tourist development tax growth.
- **102,000+** jobs supported by tourism.



2M+
passengers
in 2018

2 MILLION
PASSENGERS SERVED ANNUALLY

- **6** consecutive years of double-digit passenger growth at the airport.
- **59** non-stop destinations served.
- Facilitated **SBA Emergency Bridge Loan** program for businesses affected by red tide.

More Jobs, Higher Wages

- **2,096 jobs** retained/projected due to corporate expansions/relocations.
- **\$176M+** in projected capital investment by local companies.
- **\$275** in direct and indirect wages for every \$1 of County incentives.
- **\$32M** in increased sales by small business startups and expansions.



483,345 jobs
on pace for best annual average in over a decade
(November 2018)



\$38.6M
projected sales
from Mexico-Chile trade mission

Investing in Communities that Need the Most



77,000sq ft
space
for local services

In 2018, the County fulfilled a longstanding promise by **opening the Lealman Exchange** for local programs and services.

Deal of the Year

300 new jobs projected from Jabil worldwide headquarters expansion in Pinellas County. The Florida Economic Development Council honored Pinellas County Economic Development and the City of St. Petersburg Economic Development as the winners of the 2018 Deal of the Year Award for outstanding achievement in the relocation or expansion of a business.



300
new jobs
projected
at Jabil HQ

Planning for a Brighter Future

- **1 of 3** planning departments nationwide to receive American Planning Association grant to address community health in the Comprehensive Plan.
- **Updated** Land Development Code to spur economic growth and ensure redevelopment aligns with community needs.
- **Engaged** the community to begin a new master plan for the airport.
- Began writing a new **Comprehensive Plan**, the county's guide to future development, garnering public input for the upcoming Plan Pinellas.

Ensuring a Safe, Sustainable Community

- **\$5M** saved annually on flood insurance for residents of unincorporated Pinellas, due to maintaining a rating of five in the FEMA Community Rating System.

Planning for Transportation

- Working with local, state and federal partners on major projects such as a new span of the Howard Frankland Bridge, the Gateway Expressway and improvements to other major corridors. We're also taking a Complete Streets approach to provide safer travel for motorists, cyclists and pedestrians.





Recognizing Workforce Excellence

County staff continues to receive state and national recognition for the outstanding work they do every day. We're proud that our staff gives back to the community.

2018 HIGHLIGHTS

Utilities

- Florida **Water and Pollution Control Operators Association Safety Award** for the Keller Wastewater Treatment Plant, with more than 32,620 labor-hours worked with no "lost-time" accidents.
- **Awards for Excellence** in Biosolids/Residuals Program at a large operating facility, and for Public Education from the Florida Water Environment Association.

Office of Management and Budget

- Government Finance Officers Association of the United States and Canada **Distinguished Budget Presentation Award** for the 13th consecutive year.

Marketing & Communications

- The **Penny for Pinellas** educational campaign received Florida Public Relations Association Golden Image Award, Judges' Award and Award of Distinction, as well as the National Association of County Information Officers Best in Class and Superior awards.



- Tampa Bay Regional Planning Council's 2018 Certificate of Regional Excellence for **"Hurricane Irma: Informing a Community."**

Penny for Pinellas
educational campaign

Achieving a Prestigious Accreditation

Our Public Works Department became only the 12th in Florida to achieve the prestigious accreditation from the American Public Works Association. The accreditation formally recognizes that a public works department complies with national operational and service standards.

It also verifies that an agency is **focused on continuous improvement** and has conducted an in-depth review of its policies, procedures and practices, consolidating them in a central location.



APWA
accreditation
for Public Works



Purchasing

- Achievement of **Excellence in Procurement Award**.

Airport

- Intercultural Advocacy Institute's Corporate Award for assistance with **Hurricane Maria evacuees**.



Employees Set the Standard

- Every month an employee is recognized for dedication and a job well done in service to the county. We celebrate these employees through the *I Am Pinellas County* video series. It is the hard work of these county employees that makes it possible to **set the standard for public service**.



- **53%** of employees certified for workplace safety by OSHA, exceeding second-year goal in a five-year program to certify 100%.

- **420 volunteer hours** by employees through paid administrative leave to mentor local students.



100
bikes given
to children
from annual
bike drive

► www.PinellasCounty.org

Our Strategic Goals:

Deliver First-Class Services to the Public and Our Customers

Ensure Public Health, Safety and Welfare

Practice Superior Environmental Stewardship

Foster Continual Economic Growth and Vitality

Create a Quality Workforce



Pinellas County complies with the Americans with Disabilities Act. To obtain accessible formats of this document, please call (727) 464-4062 (V/TDD). Funding for this report was provided by the Pinellas County Marketing & Communications Department. 3,000 copies were printed at a cost of \$2,200 or \$0.73 each.

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