

# 2019 Pinellas County Government Accomplishments



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

## Board of County Commissioners

### At-Large Districts



**Janet C. Long**  
Commissioner  
District 1  
(727) 464-3365



**Pat Gerard**  
Chair 2020  
District 2  
(727) 464-3360



**Charlie Justice**  
Commissioner  
District 3  
(727) 464-3363



### Single-Member Districts



**Dave Eggers**  
Vice Chairman 2020  
District 4  
(727) 464-3276



**Karen Williams Seel**  
Commissioner  
District 5  
(727) 464-3278



**Kathleen Peters**  
Commissioner  
District 6  
(727) 464-3568



**Kenneth T. Welch**  
Commissioner  
District 7  
(727) 464-3614



## Message From Your Board

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This report is a testament to the many ways in which we work with you—our citizens—to deliver services that meet your needs and make you proud to live in this community.

In the past year we have continued to deliver first-class services by expanding our presence at the Lealman Exchange and bringing community programs such as Farm Share closer to your neighborhood. Supporting our greatest heroes, we held a Veteran's Resource Expo and unveiled a new monument in honor of our Purple Heart recipients.

We also made great strides toward addressing public health, safety and welfare challenges. Through important investments and partnerships, we helped secure new housing options for hundreds of residents looking for an affordable home. A different kind of partnership took place when we teamed up with other cities and agencies to help our community prepare for the threat of Hurricane Dorian. Thankfully, the storm missed us, but we showed ourselves ready and found even better ways to respond to future emergencies.

In our commitment to practice superior environmental stewardship, we started a major project to remove pollutants from Lake Seminole, one of our largest freshwater lakes. We also continued to lead the way toward a more resilient future with new stormwater and wastewater projects.

To foster economic growth and vitality, we created more opportunities for small businesses to compete for local government contracts by expanding our Small Business Enterprise Program.

Of course, all these things were only made possible through the hard work of our dedicated workforce. Our talented employees continue to deliver excellence, both on the job and through their volunteer work.

As your Board of County Commissioners, we thank you for your continued trust. It is our pleasure and our privilege to serve the best county in the state of Florida: Pinellas County.

**In Pinellas County,**  
we believe in delivering the highest level of local government excellence. That's why our vision remains to be the standard for public service in America.

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

# Pinellas County's Strategic Plan



## 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

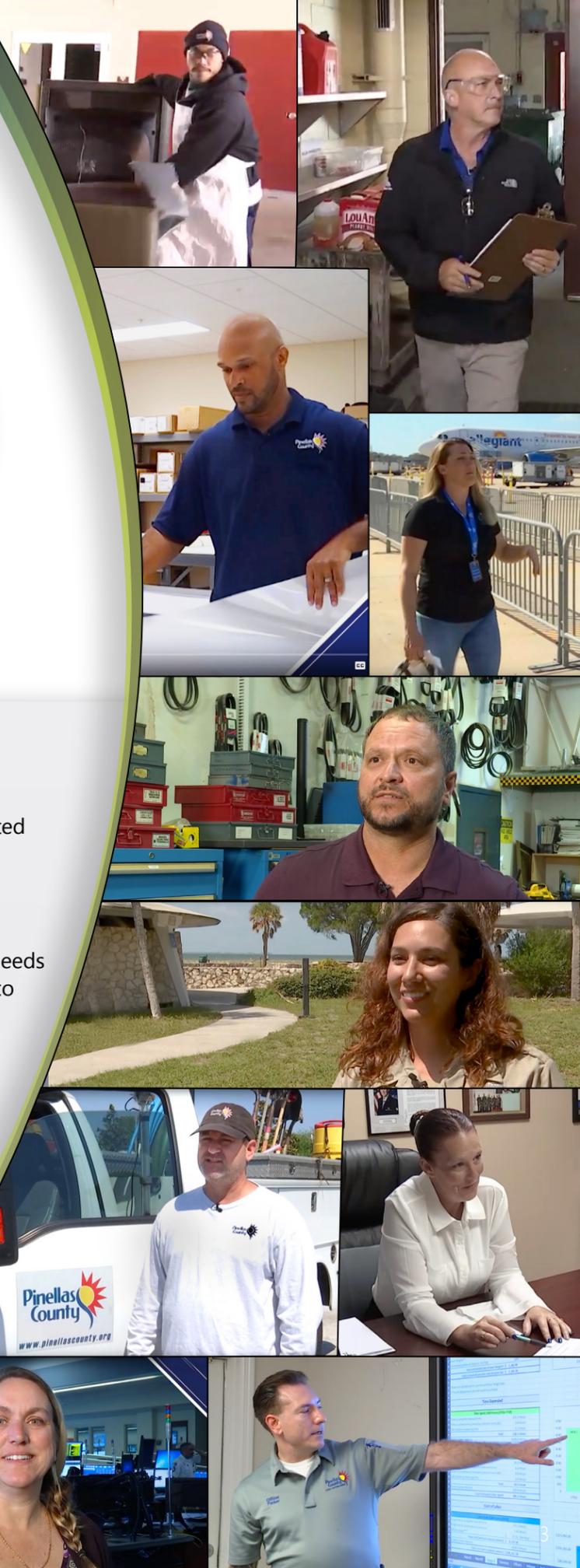


## Create a Quality Workforce in a Positive, Supportive Organization

- 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

### 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.



2019 Employees recognized for their excellence in serving the public. See their videos at [www.youtube.com/PCCTV1](http://www.youtube.com/PCCTV1)

From top: Ervin Hillary; Scott Rintz; DJ McDuffy; Angela Dunkel; Larry Markunas; Kristen O'Bryant; Bobby Burke; Jill Maxwell; Dawn Shontz; Officer Parker.



Rendering of the south county service center now under construction

## Delivering First-Class Services



**From permits to pothole repairs,**  
we work around the clock  
to make your life easier.

### 2019 HIGHLIGHTS

#### Improving Access to Services

Construction is underway on a new service center in St. Petersburg that includes an on-site driver license test course, along with new offices for the Tax Collector and Property Appraiser. The North County Service Center in Palm Harbor is also expanding to add a driving course and a permanent household electronics and chemical collection center.

#### Connecting With Our Community

- **131,000+** service hours contributed by **1,215 county volunteers**
- **5,800** new followers on county social media platforms in fiscal year 2019



**500+**  
families in  
need received  
fresh produce at  
Farm Share

#### Addressing Your Needs

- **97%** of Pinellas County app requests acknowledged within one business day
- Nearly **25,000 calls** handled to assist citizens, repair potholes, clear pipes, drains and ditches, and serve other needs
- **90%** average customer satisfaction rate on surveys

#### Smoother Travel

- **51+** miles of roadway paved
- **108,000+** feet of sidewalk repaired or replaced
- **99%** of reported potholes repaired within 3 days
- **Led 30+** outreach meetings to get citizen input on addressing road congestion, transportation safety and enhanced mobility.

## New Liaisons to Serve Our Residents

To better serve the needs of our citizens in unincorporated communities, we designated three liaisons from the County Administrator's Office to embed themselves within the Lealman community, Palm Harbor and North County, and Mid and South County areas.



**Nancy McKibben**  
Palm Harbor and  
North County



**Chris Moore**  
Lealman



**Brian Lowack**  
Mid and South County

#### Making Properties Safer

- **13,356** licensed contractors in the county, up 2% over the prior year
- **4,532** citations issued to licensed and unlicensed contractors, up 279% over the prior year
- **65%** of code issues resolved by voluntary compliance, with an average response time of 1–3 days
- **30,000** permits processed and **90,000** inspections completed to ensure building safety
- **188** site plans reviewed to ensure safe and environmentally friendly development
- **Streamlined** the development review and permitting process based on guidance from citizen-stakeholder committee

#### Honoring & Serving Local Heroes

- Collaborated with federal, state and local partners to host a Veteran's Resources Expo connecting service members to their earned benefits
- Dedicated a new Purple Heart Memorial at War Veterans' Memorial Park in St. Petersburg



**New  
Purple  
Heart  
Monument**

#### Responsible Stewardship

- Pinellas continues to maintain the **lowest per capita debt** among large Florida counties, thanks to our strong budget planning and a pay-as-you-go approach to program funding.



# Making Pinellas Safer & Healthier

**We stand ready**  
to respond to disasters,  
send life-saving help,  
lend a helping hand and  
protect the welfare of all.

## 2019 HIGHLIGHTS

### Responding to Emergencies

- **91%** of calls answered within 10 seconds
- **640** average EMS calls per day taken by our Regional 911 Center dispatchers through December 2019
- County fall prevention program contributed to **334 fewer** 911 calls for fall-related injuries than previous year



### Providing a Helping Hand

- **2,022** claims processed to get local veterans their earned benefits, a 30% increase from the previous year
- **\$1.1 million** in refunds and restitution obtained for residents based on their consumer complaints

- **Age Friendly Pinellas Action Plan** approved by AARP, creating a partnership to fight food insecurity and home solicitation targeting vulnerable seniors

### Preparing for the Storm

- **1,000+** people added to the special needs assistance registry, now totaling 6,000

**1,500**  
hurricane  
preparedness  
kits distributed



- **4,500** storm information notices distributed to mobile home residents through partnership with local fire departments

## Addressing Behavioral Health & Homelessness

Working with partners, we formed a Collaborative Behavioral Health Team to fill a gap in behavioral health services and continue to reduce homelessness.

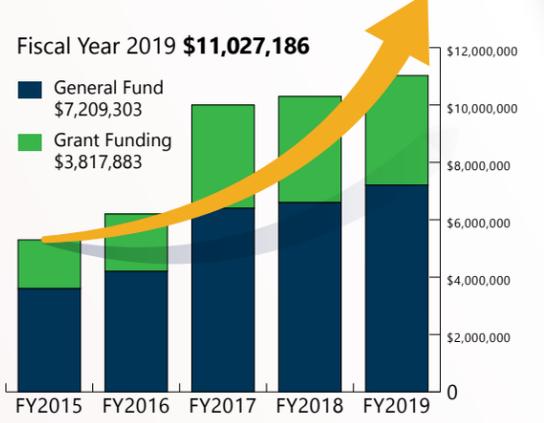
### Behavioral Health

- **\$11 million** invested to close health system gaps and provide critical services for vulnerable populations
- **\$683,000** invested in comprehensive care program for hundreds of veterans, youth, families and individuals in need of counseling, peer recovery, medication management and psychiatric services

### Combating Homelessness

- **174** families transitioned from homelessness to permanent housing
- **259** individuals or families prevented from becoming homeless
- **\$434,000** invested to help people get emergency sheltering and avoid becoming homeless

### County Funding for Behavioral Health



### Keeping Pets & People Safe

- **15,000** field visits by animal control officers
- **194,129** pets vaccinated, microchipped and licensed

### Fostering a Safer, Healthier Community

- **900** bicycle helmets distributed to local kids in partnership with FDOT, University of Florida and Johns Hopkins All Children's Hospital



### Enhancing Jail Security

- **\$87.5 million** in improvements at the Pinellas County Jail supported by the Penny for Pinellas, including a new security control center and central energy plant



- **"Health in All Policies"** strategy adopted to ensure attention to health and equity for everyone in all county decisions



County staff and partners work on a redfish and snook stock enhancement project after red tide.

# Protecting Our Environment



**Our citizens treasure green space.**

It's our job to protect these natural resources today and for future generations.

## 2019 HIGHLIGHTS

- **Improved water quality** in almost half of water bodies as a result of county fertilizer ordinance and other environmental measures
- **3,594 acres** of public lakes, ponds and canals maintained to remove invasive vegetation—an area larger than Weedon Island
- **Shell Key Preserve Management Plan** approved to protect shorebirds, sea turtles and other native plants and animals



### Accessible Playgrounds

- **2 playgrounds replaced** at Boca Ciega and John Chesnut parks, with new accessible play spaces for children with cognitive, physical and social disabilities



### Preventing Floods & Sewer Overflows

- **\$29+ million in new capital infrastructure** projects to reduce sanitary sewer overflows and improve our countywide water distribution system
- **\$19+ million** in infrastructure projects to prevent flooding and protect our environment
- **16,000+ linear feet** of deteriorated drainage pipes replaced to reduce flood risks
- **\$5+ million** saved on flood insurance premiums in unincorporated communities due to maintaining a rating of 5 in the National Flood Insurance Program
- **New Sustainability & Resiliency Coordinator** brought in to build on existing programs for recycling, flood protection, green energy, greenhouse gas inventory and countywide vulnerability assessment

## Restoring Our Waterways

The county's second-largest freshwater lake, Lake Seminole, is on track to reach its healthiest state in decades through a major dredging project to **remove 900,000 cubic yards of sediment** that has caused low water quality levels in the lake. This restoration project is slated for completion in 2023 with support from the Penny for Pinellas and state/federal funds.



### Eliminating Mosquitoes

- **15% reduction** in mosquitoes that potentially spread disease
- **314,597 acres** treated for mosquitoes—that's 80% of the entire area of the county
- **2,540 service requests** handled to eliminate mosquito breeding issues



**1,661**  
tires collected  
on tire amnesty day  
to reduce mosquito  
populations

### Caring for Public Lands

Launched integrated vegetation management planning with city and state partners to identify safest practices for management of invasive plants on public lands

### Recycling Leaders

Among top counties in Florida for recycling for the last four years

- **1.7 billion pounds** of trash burned to create renewable energy at the Waste-to-Energy Facility, powering 45,000+ homes per day
- **\$242 million** Waste-to-Energy plant revitalization underway, which will extend the facility's life to at least 2035
- **100% of wastewater biosolids** converted into fertilizer pellets at county treatment facility to reduce environmental impact



The Ranch at Pinellas Park, a Pinellas County Affordable Housing Project

# Expanding Our Economy



## We strengthen our community

by improving infrastructure and investing in neighborhoods to grow new businesses and draw visitors.

## 2019 HIGHLIGHTS

### Growing Jobs & Higher Wages

- **493,813 people** employed in Pinellas at the end of fiscal year 2019, an all-time high for local employment
- **2,396 jobs** projected to be created or retained due to economic development expansion and relocation support services
- **45,000 square-foot**, state-of-the-art business incubator in the works in south St. Petersburg, designed to support local information technology and advanced manufacturing industry growth. Slated for completion in 2023, this project is funded in part by a \$7.5 million federal grant with land donated by the city.
- **\$154** in direct and indirect wages generated by each \$1 of county incentives
- **\$13.5 million** in projected and completed sales driven by export trade missions

### Breaking Tourism Records

- A record **\$62.7 million in bed taxes** collected on overnight stays in fiscal year 2019
- **9th consecutive year** of tourism growth
- **\$56.3 million** in sales tax generated by tourist spending—visitor spending contributes 1/3 of revenue for the county's Penny for Pinellas infrastructure sales tax
- **2.27 million** airport passengers in 2019, marking the 5<sup>th</sup> consecutive year of record-breaking passenger numbers
- **\$23.8 million in upgrades/renovation** completed at the PIE airport, including new passenger hold room space, restrooms, kids play zone, and enhanced security and customs—all funded by grants and airport revenue



## Making Housing Affordable

By pairing local, state and federal dollars with private investment, we're helping more residents find an affordable place to live:

- **130 affordable homes** built/renovated through federal, state and local funds, including the Penny for Pinellas
- **123** down-payment-assistance loans provided to income-eligible homebuyers
- **28 grants awarded** for residents to make critical home improvements
- **55 new homes** built or under construction by Habitat for Humanity in the Ridgecrest and Dansville communities on land purchased by Pinellas County
- **Established guidelines** with city partners for prioritizing investment of Penny for Pinellas funds in land acquisition for affordable housing and capital projects supporting economic development

## More Business for Small Business

Small businesses make up 95% of all commercial establishments and employ half our workforce—that's why we've opened the door for more small vendors to compete for local government contracts. This year, the county approved 465 small businesses through the Small Business Enterprise Program, **awarding more than \$7 million in contract payments.** All that money goes right back into our local economy.



Ada McFarley, Small Business Enterprise Program participant

### Improving our Roads, Bridges & Trails

We partnered with local and state partners to prioritize Complete Streets and other transportation initiatives. These projects are designed to provide safe access for all users, from pedestrians to motorists. We also invested nearly **\$54 million in capital infrastructure projects** to expand and improve roads, bridges, intersections and trails, primarily supported through the Penny for Pinellas. Projects included:

- Pinellas Trail overpass at Alternate 19/ Orange Street
- Sidewalk projects along Indian Rocks Road and Haines Bayshore Road
- County Road 1 Advanced Traffic Management System Expansion
- Gulf Boulevard/Belleair Beach Causeway traffic signal mast arm installation



Duke Energy Trail expansion

### Spurring Redevelopment, Investing in Communities

- Newly-adopted Land Development Code simplified the redevelopment process, with a **48% decrease** in applications going to the Board of Adjustment
- **Linking Lealman** plan rolled out to identify key sidewalk, roadway and other transportation projects that will make travel safer and easier for residents
- **East Lake Community Library addition** completed, funded by Penny for Pinellas





Public Works staff receive recognition for their red tide abatement efforts.

# Recognizing Workforce Excellence



**We're proud of the many ways our staff** excels in public service and gives back to the community.

## 2019 HIGHLIGHTS

### Public Works

- Three employees recognized as "Professional of the Year" and five projects awarded "Project of the Year" by the American Public Works Association
- Tampa Bay Regional Planning Council Future of the Region Awards for **Sea Level Rise Capital Planning Tool** and **Move Safe Pinellas** education campaign



### Marketing & Communications

- Florida Public Relations Association Awards of Distinction for Kayaker Rescue Public Service Campaign and Red Tide Crisis Communication
- Public Relations Society of America Award of Excellence for Red Tide Crisis Communication



### Office of Management & Budget

- Government Finance Officers Association of the United States and Canada awarded our budget office with its **Distinguished Budget Presentation Award** for the 14th consecutive year



## County Employees Give Back

County employees have a long history of giving back to the community. In 2019, employees donated nearly 450 hours of time to mentor local students. With our constitutional partners, employees donated 18,000 meals to kids in the first Cereal for Summer Food Drive. Through the annual bike drive, county staff donated funds for 125 bicycles for children at the holidays.



**Great American Teach-In**  
Pinellas County participates with schools

**125** bikes given to children through annual bike drive



**18,000** cereal boxes donated to kids

### Visit St. Pete-Clearwater

- Internet Advertising Competition award for Best Travel Website and Best of Show Website for work on ExperienceCentralAve.com



### Purchasing

- Achievement of Excellence in Procurement Award

### Creating a Safer Workplace

- 73% of employees certified for workplace safety by OSHA, **exceeding third-year goal** in a five-year program to certify 100%
- **690 employees** trained in CPR, first aid and automated external defibrillator use in the past two years



### Employees Set the Standard

- 10 employees 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.**



## 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

 [www.PinellasCounty.org](http://www.PinellasCounty.org)