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# Doing Things For You!

Pinellas County  
2017 Accomplishments

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## At Your Service... Board of County Commissioners

### At-Large Districts



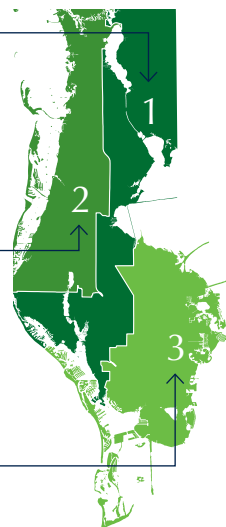
**Janet C. Long**  
Commissioner  
District 1  
(727) 464-3365



**Pat Gerard**  
Commissioner  
District 2  
(727) 464-3360



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



### Single-Member Districts



**Dave Eggers**  
Commissioner  
District 4  
(727) 464-3276



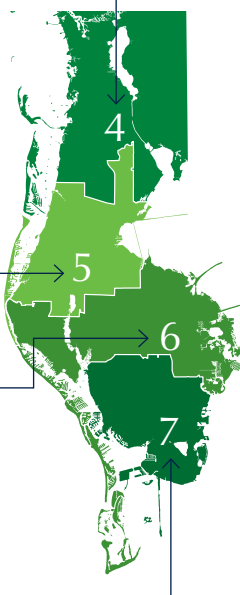
**Karen Williams Seel**  
Vice Chairman  
District 5  
(727) 464-3278



**John Morroni**  
Commissioner  
District 6  
(727) 464-3568



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



## Message from Your Board



We are pleased to present you our 2017 Doing Things Accomplishments Report. The following pages highlight many of the things done in 2017 to fulfill Our Vision: To Be the Standard for Public Service in America.

In 2017, we achieved many milestones, including the passage of the Penny for Pinellas renewal referendum with an impressive 83% voter approval. Along the way, we continued to **Deliver First Class Services** by expanding our community outreach efforts and launching a new storm readiness mobile app. To **Ensure Public Health, Safety and Welfare**, we coordinated preparation for, response to and recovery from Hurricane Irma.

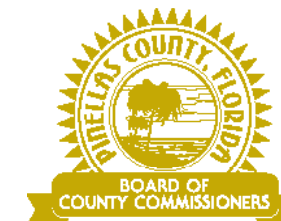
**Practicing Environmental Stewardship**, we implemented stormwater and wastewater solutions through our countywide Wastewater/Stormwater Task Force.

To **Foster Economic Growth and Vitality**, we hosted the 2017 Economic Symposium and discussed strategies to position our community and region for continued economic success. Supporting a **Quality Workforce**, we engaged employees through development opportunities and launched a mentoring program to introduce youth to careers in public service.

By building meaningful partnerships, investing in our employees and broadening our public engagement, we were able to continue to demonstrate the great value of local government to our Citizens.

As your Board of County Commissioners, we thank you for your continual trust and support. We look forward to achieving new successes as we maintain a unified vision and progressive leadership into the future.

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



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

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

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



## Deliver First Class Services to the Public and Our Customers

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



## Ensure Public Health, Safety and Welfare

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



## Practice Superior Environmental Stewardship

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



## Foster Continual Economic Growth and Vitality

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



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

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



# Serving You All Year

Every day, more than 1,800 Pinellas County government employees work to provide first class services to our residents, businesses, visitors and partners.



**293,000 acres**  
treated to  
prevent mosquitoes



**6,800 pets**  
adopted or returned to  
their owners from the  
animal shelter



**364,000 truckloads**  
of material processed at the  
Solid Waste Scalehouse. These  
trucks would stretch from  
Pinellas County to New York.



**7,000 customer  
service requests**  
responded to via the Doing  
Things! mobile app



**213,000 hours**  
worked by county  
volunteers, saving  
taxpayers more  
than \$5 million



**80,500**  
Building  
inspections completed



**184,000 patients**  
transported  
via ambulance to  
healthcare facilities



**Nearly 1 million**  
calls handled by dispatchers  
at the Regional 9-1-1 Center



**10,700 pounds**  
of pollutants removed  
through street sweeping to  
protect water quality



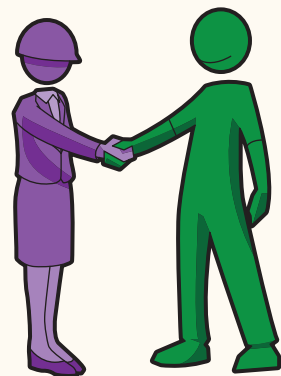
**17 trillion gallons**  
of safe, quality drinking  
water delivered to  
Utilities customers



**11 trillion gallons**  
of wastewater treated at our  
water reclamation facilities

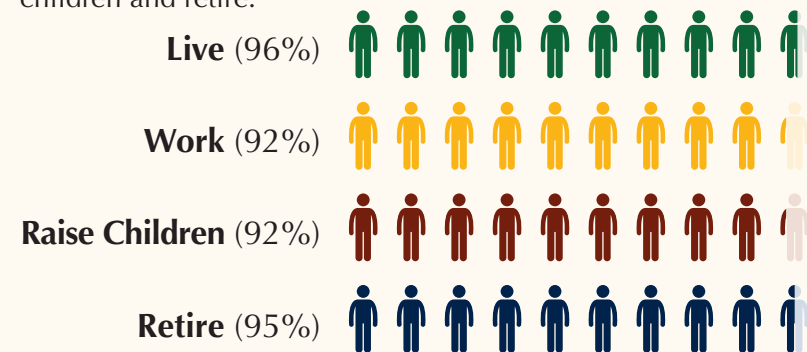
## Citizen Values Survey

Your trust and confidence is important to us. Each year, we conduct a Citizen Values Survey to hear from you and your neighbors about what we are doing well and what we can do better. This helps us invest in initiatives that improve your quality of life.



### You Highly Recommend Our County

More than 9 out of 10 respondents indicated that they would recommend Pinellas County as a place to live, work, raise children and retire.



### You Believe Our Future is Bright

You are confident that our community will continue to prosper.

#### Quality of Life in Pinellas

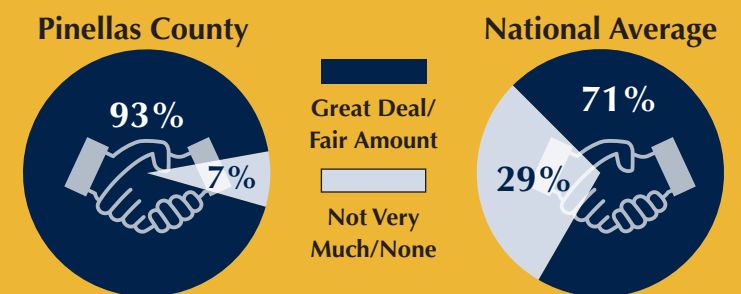
**71%** of our Citizens think our quality of life is better or just as good as five years ago.

**85%** of our Citizens think our quality of life will be better or just as good five years from now.

### You Are Confident In Us

Your trust and confidence in our *Doing Things!* continues to far exceed the national average for local government.

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





# Deliver First Class Services to the Public and Our Customers

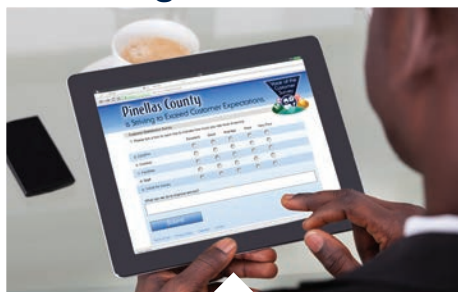
We strive to provide a positive customer experience for all through timely, quality and cost-effective local services.

## Taking You Behind the Scenes



Dozens of county residents graduated from our Pinellas Citizen University (PCU). The program gives a behind-the-scenes look at our services and operations. Sign up for the spring 2018 session at [www.PinellasCounty.org/CitizenU](http://www.PinellasCounty.org/CitizenU). 500 Citizens have completed PCU since it began in 2002.

## Listening to You



Your feedback matters to us. We launched the “Voice of the Customer” survey tool across the organization to provide a consistent method of collecting, measuring and responding to your input.

## Did You Know?

Pinellas County has the lowest per capita debt among Florida counties. This is the result of a strong focus on maximizing your tax dollars and using a pay-as-you-go approach to fund capital projects.

## Your Voice



*“Pinellas Citizen University was one of the best things I ever did, because I learned so much about Pinellas and the inner workings of the County. I have recommended this class to numerous friends.”*

**Kristin Chambers, PCU Graduate and County Volunteer**

## Conversing with You



Your input is important to help guide our future decisions. Through our annual Community Conversation, held at St. Petersburg College – Seminole Campus, we engaged many of you in person, via phone, online and even through Facebook Live.

## Helping You Prepare



In 2017, evacuation zones changed for more than 85,000 properties, with 20,000 assigned an evacuation zone for the first time.

Download our new emergency preparedness tool “Ready Pinellas” to know your zone and obtain up-to-the-minute disaster preparedness information. The app also offers a link to Spanish language resources.

## Your Penny, Your Priorities



To gather broad input on Penny for Pinellas future priorities, we hosted three community open houses and conducted an online survey. Thousands of county residents participated and shared their thoughts on how to invest future revenue of the 1-percent sales tax. With 83% voter support, the Penny will be renewed from 2020-2030 to fund long-term, capital infrastructure projects such as:

### North County

East Lake Library expansion, East Lake Road improvements, Dunedin Causeway Bridge, Wall Springs Park expansion

### Mid County

Belcher Road/Gulf-to-Bay Boulevard intersection project, 102nd Avenue and 126th Avenue improvements

### South County

Lealman community center, San Martin Boulevard Bridge replacement, flood prevention projects

### Beaches

Fort De Soto Visitor Center, Tierra Verde community center, stormwater projects, public safety equipment

For an expanded list of projects and additional Penny facts, visit [www.PinellasCounty.org/Penny](http://www.PinellasCounty.org/Penny).

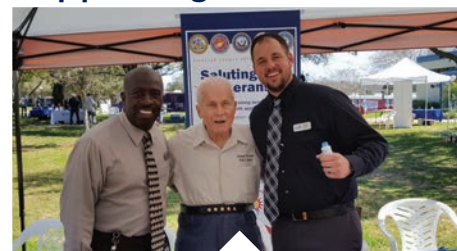
## Feeding Our Families

To provide hungry families with fresh and nutritious meal choices, we hosted two Farm Share food distribution events.



With the help of our community volunteers, we distributed approximately 31,500 pounds of food to nearly 750 households. That’s enough to feed more than 2,600 adults and children.

## Supporting Our Veterans



We worked with our community partners to publish a Veteran & Military Resource Guide as a convenient tool that includes available resources and services for our Veterans and their families. View the guide online at [www.PinellasCounty.org/Veterans](http://www.PinellasCounty.org/Veterans)

## Keeping You Informed



We launched our very own Doing Things!

TV to tell you the stories of how we work together with our community partners, residents, businesses and visitors to make Pinellas a better place to live. Watch online by searching for PCCTV1 on YouTube, and share with your neighbors.

## Ensuring Your Safety



All Parks and Conservation Resources employees are now certified in CPR and AED to ensure safety at all parks and recreational facilities. This will better enable them to assist you if a health emergency arises.

## Hurricane Maria: Assisting in the Aftermath

To help families who have evacuated to Florida from the devastation of Hurricane Maria, we partnered with Allegiant Airlines for a food and supply drive at St. Pete-Clearwater International Airport. Donations were provided to evacuees from Puerto Rico, the U.S. Virgin Islands and other areas as they rebuild their lives.

## Your Voice



*“I think this is wonderful, it provides a lot to those who do not have much and helps give back to the community. We thank Pinellas County very much.”*

**Pamela Blaylock, Pinellas County resident**

## Download Our App



If you see a problem in your neighborhood, reporting it is just a few taps away with our “Doing Things For You” mobile app. Report issues like pot holes, illegal dumping, damaged road signs and graffiti. Search “Pinellas County” in the Apple App Store or Google Play. More than 7,000 issues were addressed through the app last year.

Doing Things Mobile App





# Ensure Public Health, Safety and Welfare

We ensure rapid and effective emergency response; facilitate disaster preparedness and recovery; coordinate health and other social services for those in need; offer consumer protection services; and respond to animal safety and welfare concerns.

## Protecting Our Pets

To encourage responsible pet ownership and animal welfare, we approved changes to the animal ordinance. Kennels, pet dealers and hobby breeders are now required to have properly issued permits.

On average, Animal Services adopts out at least one animal per hour for every hour the adoption center is open. In 2017, our staff found a home for more than 5,100 cats and dogs - a 25% increase from 2016. To adopt a pet or donate, visit [PinellasCounty.org/AnimalServices](http://PinellasCounty.org/AnimalServices).



We upgraded our kennels at Animal Services, providing 31 new spaces that feature enhanced bedding, expanded room for large dogs and easier food and water access. This project was supported by the Penny for Pinellas.

## Combating Mosquitoes

To help you eliminate mosquito breeding areas around your home, we hosted two free tire disposal events in partnership with the Florida Department of Environmental Protection. Through this effort, we collect more than 1,600 old or unused tires from residents throughout the County.

## Training for Emergencies



To better prepare our County staff, municipalities and agency partners to serve you in disaster, we hosted FEMA's Emergency Management Institute training for more than 470 individuals at our Emergency Operations Center.



## Did You Know?

In 2017, we became the first county in the Tampa Bay region to provide bullet-resistant vests and helmets for fire and medical rescue teams. The new gear enables them to respond to victims sooner and in closer proximity during an active shooter scenario.

## Honoring Our Heroes



We care about our local heroes. As a designated 2017 "Purple Heart County," our policies and initiatives create awareness for the service and sacrifice of veterans and active members of the U.S. Armed Forces.

## Age-Friendly County

We became certified through AARP as part of the national network of Age-Friendly Communities. From hosting events such as Falls Prevention Awareness Day and promoting the FirstCare Ambulance Membership Plan, to integrating walkable communities into the County's Comprehensive Plan - many departments are actively *Doing Things!* to better serve and meet the needs of our aging population.

## Accessibility for All

We formed the Council for Persons with Disabilities to ensure the needs of persons with disabilities are reflected in our policy decisions. The council provides advice on issues relating to accessibility, programs, services and discrimination.



## SERVING YOU DURING HURRICANE IRMA



In September, Pinellas County and all of Florida were impacted by Hurricane Irma. We activated our Emergency Operations Center (EOC), located within the Penny for Pinellas-funded Public Safety Complex, to coordinate preparedness, response and recovery efforts with our partners to keep our community safe.

### By the numbers

250

employees worked around the clock at the EOC

200+

local, state and federal partners coordinated response

445,400

sandbags distributed

2,013

pets sheltered

Nearly 65,000

calls received at the Citizen Information Center

595

miles of roadways and 15 bridges inspected and cleared by Public Works hours after the storm passed

375,000

cubic yards of storm debris collected from unincorporated Pinellas County



### Your Voice

"Many people and businesses I talked to were impressed with Pinellas County's response to Hurricane Irma and how organized they were in the process of securing areas in the county and ensuring that residents were able to evacuate in an effective way as the storm increased in intensity."

Mary Ann Renfrow, Tierra Verde resident



**Partnering to Provide Shelter**  
Pinellas County Schools and the Florida Department of Health in Pinellas County coordinated space for more than 23,000 people at 17 shelters. Local fire districts transported hundreds of residents with special needs to shelters.

**Partnering to Provide Food**  
Human Services partnered with Feeding Florida, the Salvation Army and other local community groups to provide food to residents after the storm.

*Special thanks to all of our partners for working with us to protect our community!*

## Stories from the Shelter - Dunedin Highland Middle School



When Hurricane Irma came through Pinellas County overnight between Sept. 10 and 11, the power went out at Dunedin Highland Middle School, a shelter for residents with special needs and pets. When generator power initially failed, employees from our Fleet Management division traveled in the midst of the storm to repair the generator, restoring power to those

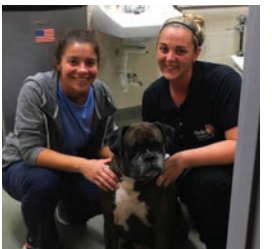


## Partnering to Provide Transportation

Local fire districts transported hundreds of special needs residents to shelters. The Pinellas Suncoast Transit Authority waived fees for residents to use buses during the evacuation. Human Services and partners coordinated transportation for hundreds of homeless residents to access shelters.

## Partnering to Keep Us Safe

First responders including law enforcement, fire rescue, emergency medical services and 9-1-1 operators worked overtime to ensure residents and visitors were safe.



who needed it most. While the power was initially out, an 11-year old dog became overheated. An emergency medical technician and an Animal Services employee sprung to action, reviving the dog. Another dog had an adventure of its own at the shelter, delivering four puppies that night. Her owners named the first girl Irma.





# Practice Superior Environmental Stewardship

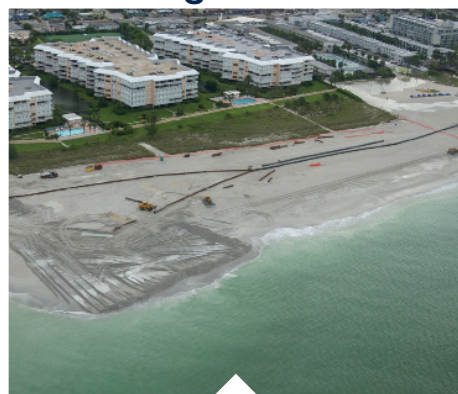
We are committed to responsible environmental practices that protect our beaches, green spaces and waterways, and help preserve the distinctive natural characteristics of our county for the benefit of future generations.

## Cutting Energy Costs



We reduced our energy consumption by more than half a million dollars at our water plants by making facility enhancements, including upgrading pump stations. By reducing energy costs, you continue to receive an affordable water utility rate.

## Preserving Our Coasts

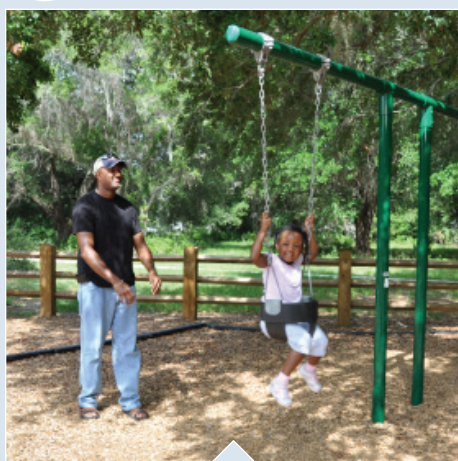


Several major beach nourishment and stabilization projects are either underway or forthcoming for segments of our coastline, including Upham Beach, Sand Key, Indian Rocks Beach and Treasure Island. Our beach nourishment program, a partnership between the U.S. Army Corps of Engineers, the state and local communities, provides vital resources to mitigate and protect our shores against the effects of erosion.

We partnered with the Southwest Florida Water Management District to construct a bridge at Fort De Soto Park to enable better water flow, improving water quality and coastal habitat.



## Did You Know?



Pinellas County is home to 21 regional parks and preserves, which includes more than 20,000 acres of environmental land. Many of these have been supported through the years by the Penny for Pinellas. In 2017, these green spaces attracted nearly 18 million visitors.

## Protecting Water Quality



The Wastewater/Stormwater Task Force marked its first anniversary. The cooperative partnership between County, city and agency partners has met regularly to reduce sanitary sewer overflows in the county, including the creation of an action plan to mitigate wastewater and stormwater issues.

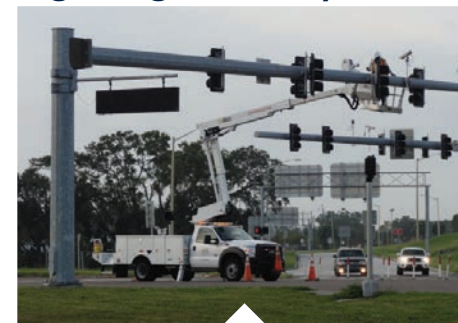
We implemented a new Stormwater Manual in a continued effort to protect the quality of our surface waters. The goals: reduce the impacts of flooding, ensure development and capital projects, accommodate the effects of sea level rise and promote redevelopment.

## Providing Quality Water



To continue providing you with safe drinking water, we made facility improvements to the S.K. Keller Water Treatment Plant and Operations Center. The facility distributes up to 55 million gallons of drinking water per day to more than 900,000 residents and visitors.

## Lighting the Way



You may have noticed that the traffic signals, overhead message signs and lights underneath our bridges now use LED lighting, which consumes up to 90% less power than regular bulbs. This dramatic decrease in electricity consumption saves you \$100,000 annually.



## Linking Nature Trails



With the completion of a 5-mile segment of the Florida Coast-to-Coast Connector, our Fred Marquis Pinellas Trail became the first link in a 250-mile network of trails that will cross Florida.



## Promoting Eco-Friendly Habits

If you attended our first Eco Fun Festival, you discovered how making small changes at home can protect our environment. In fact, our recycling efforts made a big impact in 2017. **For the second year in a row, we had the top recycling rate in Florida with 2.1 billion pounds of countywide recycled material.**



## Recycling Highlights: By The Numbers

**432,000**

pounds of household chemicals

**1.5 million**

pounds of household electronics

**2.5 million**

pounds of metal

**84 million**

pounds of ash

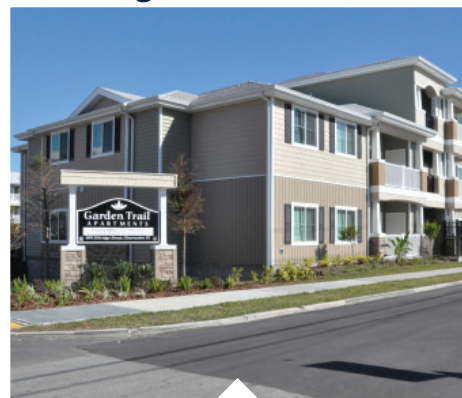
## Your Voice



*"The trail serves a lot of different uses. It's a fabulous closing of the gap to Pasco County. I can't wait to ride it all the way over to Titusville to go surfing someday. There's a lot of success that can be gained from regional teamwork. It makes me proud to live in Pinellas County."*  
**Richard Hartman, recreational cyclist and avid runner**

Investments in community revitalization, infrastructure, and effective transportation systems are vital to attract businesses and high-wage jobs. Providing access to recreation, sports venues, and cultural events and exhibits serves to draw residents, businesses and visitors to the region.

**Housing That's Affordable**



To increase housing opportunities for our local workforce, we provided \$1 million in Penny for Pinellas funding for a new apartment complex. The new Garden Trail Apartments in Clearwater provides homes for 76 residents and their families who earn 60 percent of the area median income or below.

We also broke ground on Palms of Pinellas, a mixed-income development in Largo that will provide nearly 100 homes for our working families. The Penny for Pinellas helped make this possible through \$938,000 in funding support from the County.



**Supporting Youth Sports**

To provide our youth with the benefits of team building, sportsmanship, health and wellness, we provided \$160,000 to support Seminole Junior Warhawks Athletic Association, Seminole Youth Athletic Association and Cross Bayou Little League.

**Encouraging Community Growth**

We updated our Land Development Code to better fit our changing community and encourage economic growth. The code provides a new regulatory and review structure that is more in tune with our current redevelopment needs and environment.

**Easier Commutes**

Progress is being made on the 118th Avenue North Gateway Expressway project, a new elevated roadway that will speed the commute from I-275 to U.S. 19 and the Bayside Bridge. The project is expected to be completed in 2021.

**Jobs for Our Residents**

As of September, the labor force in Pinellas County was over 500,000. At 3.1%, the county's unemployment rate was its lowest since April 2006, and more than 1% lower than the national rate.

**Walkable Communities**



To increase safe pedestrian and cyclist access in the Lealman Community Redevelopment Area, we partnered with Forward Pinellas on a \$50,000 grant to enhance 54th Avenue North as part of the "Linking Lealman" project.

**Paving the Way**



- 63**  
Road lane miles milled & resurfaced
- 94**  
Miles of ditches maintained for drainage/flood control
- 371**  
Potholes repaired within 72 hours
- 17,004**  
Public Works customer service calls handled
- 23,507**  
total acres mowed

**Enhancing Our Community**

Following a public input process in 2016, we allocated \$7.1 million in funds received through the Deepwater Horizon Oil Spill settlement to several community projects, and many are now complete. County staff continues to work with partners to move other projects forward.



**Veterans Memorial Plaza at Crest Lake Park, Phase II**



**Water Rescue - East Lake Tarpon**



**Community Access Project for At Risk Youth**

**Promoting Our Destination**

We are making strategic investments with tourism tax dollars to invest in community events and upgrade facilities, such as Ruth Eckerd Hall and the Clearwater Marine Aquarium, in support of a vibrant community with recreation, arts and culture.

**Tourism in 2017**

- 15.5 million**  
Visitors
- \$10.3 billion**  
Economic Impact
- 102,500**  
Tourism-related Jobs

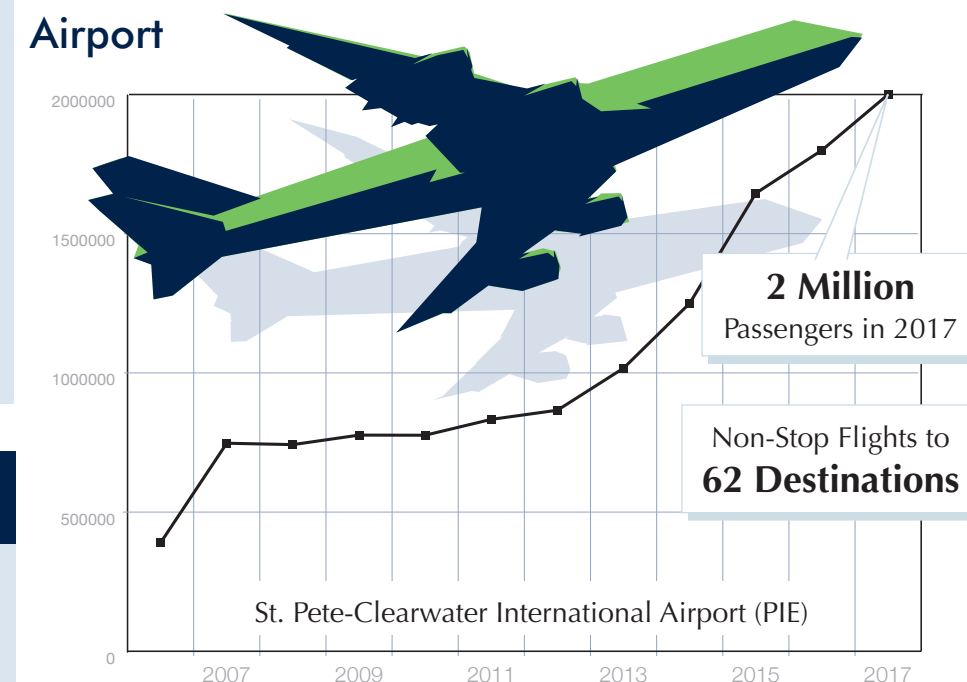
**¿Sabías?**  
(Did you know?)  
Latin America is the fastest growing international market to make our area its tourism destination, increasing by 19% from 2016 to 2017.

**Developing Small Businesses**

The Small Business Development Center helps connect local entrepreneurs to resources designed to accelerate their growth. In 2017, FSBDC clients included eleven new start-ups that are ready to launch. Client companies are projected to create or retain more than 650 jobs and invest over \$11 million to grow their businesses.

**Your Voice**

*"Pinellas County offers resources that are invaluable to the launch and continual growth of small businesses and the economic vitality of the community. The Small Business Development Center walked with our company hand and hand through obtaining the necessary certifications."*  
**Hayes F. Fountain, CEO, Widescope Consulting and Contracting Services**







# Create a Quality Workforce in a Positive, Supportive Organization

Our workforce is our foundation, making it possible to deliver on the promise of our Strategic Plan. Our dynamic workplace includes a wide variety of positions to fit most interests and educational backgrounds. To develop our employees, we provide opportunities for personal and professional growth, as well as an excellent benefits package that includes competitive pay and health insurance. Learn more at [www.PinellasCounty.org/jobs](http://www.PinellasCounty.org/jobs).

**More than  
1,800 Employees**



**21,550**  
Combined years of service

**12 years**  
Average employee tenure

**229**  
New hires in 2017

**3,400**  
Number of hours of learning for students in internships and externships

## We Grow Leaders

Our inaugural class of the Leadership Enhancement And Development (LEAD) program graduated in December. LEAD took high-potential employees through a two-year course to provide a leadership pipeline for the future of Pinellas.

## We Value Wellness

Our Health and Wellness Program provides free membership at our Wellness Center, as well as discounts for other gyms, classes and programs. We also offer incentives for healthy behavior.

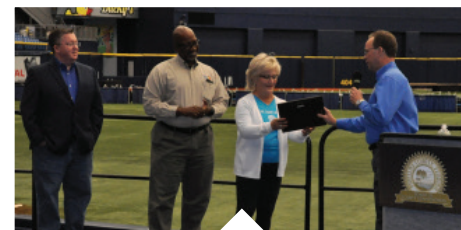
## We Listen to Our Employees

We conduct employee surveys to enable our employees the opportunity to share input in shaping our workplace. Past feedback has resulted in additional training opportunities that have enhanced our services. Of all employees surveyed in 2017, 88% would recommend working for Pinellas County.

## We Stay Competitive With Our Peers

We conducted a pay and classification study to better define job responsibilities, ensure competitive pay and support a strong workforce.

## We Celebrate Achievements



We are continuously working to improve our delivery of first class services. Our annual In-Service Day gathering celebrated milestones and past achievements, and engaged employees in the *Doing Things!* for the year ahead.



## Your Voice

*"The tuition reimbursement program allows me to further develop my skills while still serving the public. The opportunity to earn a degree opens many doors for my career, benefiting me and my family for a lifetime without the burden of a student loan."*  
**Dontell Green, Transportation System Technician II, Public Works**

## We Give Back



As part of our 31st annual bicycle drive, employees donated \$11,000 toward the purchase of 126 new bicycles for children of disabled veterans and families in most need during the holidays. The bicycle drive has been a holiday tradition for more than three decades.

## We Uplift Our Community



Our Employee Choir performs at county-sponsored events. In 2017, the group provided inspirational music for veterans at the Honor Flight at Home, and sang seasonal tunes at the Holiday Lights in the Gardens.

# Recognizing Our Talented Workforce

We select an employee each month to award with a *Doing Things!* recognition for a continued commitment to **Deliver First Class Services to the Public and Our Customers**. Watch the "I Am Pinellas County" video series at [www.pinellascounty.com/doingthings](http://www.pinellascounty.com/doingthings) for an inside look at the services our employees proudly deliver to you every day.



**Barbara Soderlund**  
Solid Waste  
10 years of service



**Steve Allen**  
Utilities  
21 years of service



**LJ Wood**  
Public Works  
17 years of service



**Yuan-Chen Kung**  
Human Services  
11 years of service



**Clarethia Monroe**  
Utilities  
8 years of service



**Clayton Parrott**  
Emergency Management  
3 years of service



**Evelyn Esteva-Stephens**  
Office of Management & Budget  
14 years of service



**Haxhi Muharemi**  
Utilities  
13 years of service



**Jerry Irizarry**  
Building Services  
30 years of service



**Michael Swonger**  
Veteran Services  
3 years of service



**Anousone Eicher**  
Human Services  
29 years of service



**Matt Laverdure**  
Vegetation Management  
19 years of service

# Doing Things! All-Stars

Doing Things! All-Stars are selected among our Doing Things! recognition recipients. These employees have exceeded customer expectations in providing exceptional public service.



<b>Natasha Suarez</b> Community Development / Planning 7 years of service	<b>Roberto Quijada</b> Real Estate Management 16 years of service	<b>DJ Jones</b> Animal Services 25 years of service	<b>Robert "Bobby" Alexander</b> Public Works 29 years of service	<b>Chuck Fry</b> Utilities 30 years of service
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## Awarding Excellence

The following awards highlight our dedication to meet your needs by achieving our Strategic Plan goals. These are just a few of the milestones we reached this year.

### Convention & Visitors Bureau

- Visit St. Pete/Clearwater's new landing page, [www.GulpCoast.com](http://www.GulpCoast.com), won Best Travel Website and Outstanding Website from The Web Marketing Association
- 2017 Gold Service Award from Meetings & Conventions Magazine
- 2017 Business of Pride Award recognized by the Tampa Bay Business Journal

### Marketing & Communications

- 2017 Community Relations PRestige Award from the Public Relations Society of America, Tampa Bay Chapter

### Office of Management & Budget

- Distinguished Budget Presentation Award from the Government Finance Officers Association

### Purchasing

- 2017 Achievement of Excellence in Procurement Award from the National Procurement Institute

### Public Works

- Technical and Management Innovation Award from the Florida West Coast Chapter of the American Public Works Association, awarded to Stormwater GIS Drainage Maintenance Planning
- Curlew Creek Channel A project awarded Project of the Year in the Environmental category from the Florida West Coast Chapter of the American Public Works Association

### St. Pete-Clearwater International Airport

- 2017 Air Carrier Airport Safety Award by the Federal Aviation Administration Southern Region
- 2017 Florida Commercial Service Airport of the Year Award by the Florida Department of Transportation
- National Weather Service "Storm Ready" distinction

### Utilities

- Dunn Water Reclamation Facility 2016 Facility Excellence Award from the Florida Water and Pollution Control Operators Association

# With Partners We Keep Doing More

## United in Support | Unidos en Apoyo



In November, we partnered with the **Hispanic Outreach Center** to host a panel discussion about resources available for Hurricane Maria evacuees from Puerto Rico and the U.S. Virgin Islands.



**Your Voice**  
*"A lot of information was provided at this event that will help a lot of people coming to Pinellas County. Having this initiative shows that we really care. I am very proud of being part of this county."*  
**Angeles Rodriguez,**  
**Palm Harbor resident**

## Caring for Our Kids



We committed \$1.5 million to assist **Pinellas County Schools** in providing a nurse for every public school, ensuring the health of our youth.

## Attracting High-Wage Employers



To maintain economic growth and attract new high-wage employers, elected officials and community leaders came together for the 2017 Pinellas Economic Leadership Symposium, held in partnership with **Forward Pinellas, St. Petersburg College, the Urban Land Institute** and **the University of South Florida**.

## Cleaning Our Waterways



With the support of our volunteers and our partners at **Keep Pinellas Beautiful**, we collected 5,300 pounds of debris in the Ridgecrest, Joe's Creek and Cross Bayou communities. Additionally, our water protection structures captured 1,100 pounds of trash in our parks. These initiatives help preserve our waterways for sea life and for your enjoyment.

Visit [www.PinellasCounty.org](http://www.PinellasCounty.org) to see how you can get involved in similar events.

## Mentoring Our Youth

As part of our workforce initiative to mentor our youth and encourage academic achievement,



we partnered with the **Lealman Asian and Neighborhood Family Center** for Pinellas Promise, a new



summer learning program for kids. In November, nearly 90 employees shared their stories with students during the Great American

Teach-In through a partnership with Pinellas County Schools.



**Your Voice**  
*"It's super important to have this because it exposes the children to other careers that they can have in the future."*  
**Molly Baird,**  
**Pinellas County teacher**

## Student Voices

*"Thank you for teaching me all of these things so I can do it at home."*  
**Huy, 4th Grader**  
**Pinellas Promise participant**



*"You guys did awesome. You guys taught me well, and thank you so much!"*  
**Rowan, 5th Grader**  
**Pinellas Promise participant**



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



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