



The Pinellas County Response Story: 2024 Hurricane Season



Overview



Human Services



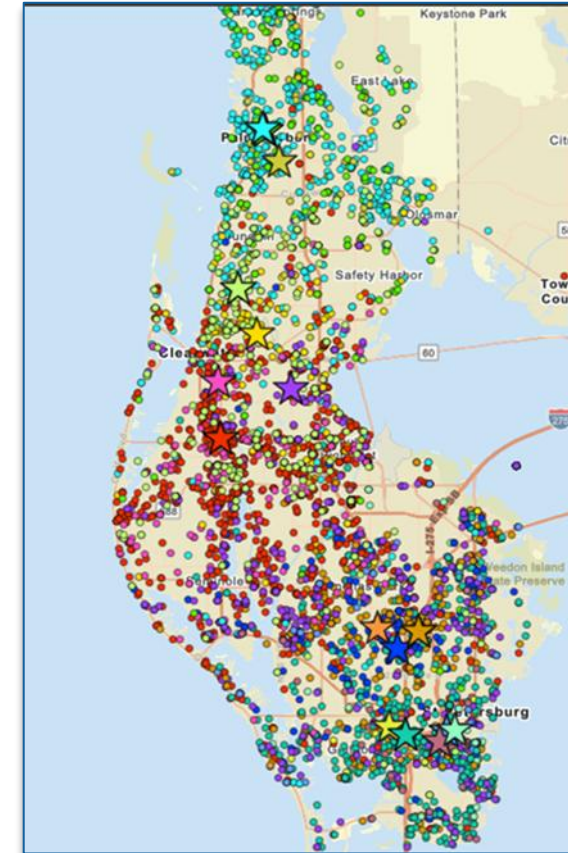
Sheltering

Hurricane Helene:

- 6 shelters
- 1,946 people
- 97 pets

Hurricane Milton:

- 12 shelters
- 11,942 people
- 1,386 pets



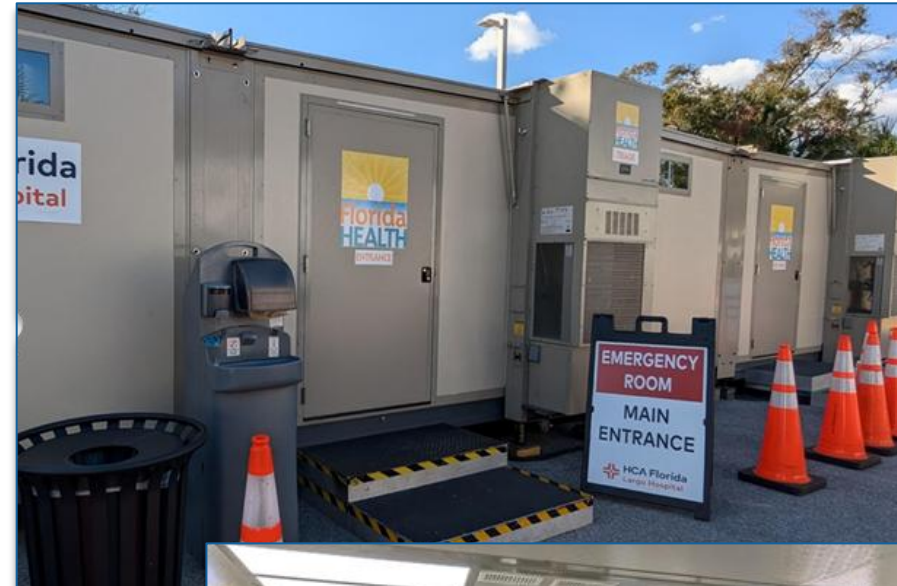
- Back-to-back storms complicated staffing.
- Sheltering operations, including step-down locations, ran for over 50 days.



Healthcare Evacuation

90 healthcare facilities reported evacuations- included the movement of 4,263 patients/residents

- Pinellas County's evacuations led the state in facilities evacuated
- Accounted for 22% of statewide healthcare facilities evacuated
- 28% of statewide healthcare patients/residents evacuated





SHORE ACRES

FOX 13

HURRICANE HELENE AFTERMATH: ST. PETERSBURG

6:17 PM 85°

ASHOUT, AND ROADWAY DAMAGE AND IS STILL CLOSED

FOX 13

ALL LANES OF

WEATHER

HIGH-WATER TASK FORCE



- PCSO 65-member team
- In-County Resources and Assets
 - LMTVs, HMMWVs
 - Shallow-Draft Vessels
 - Jon boats
 - RHIBs
 - Airboat
- Members participate in annual training exercises
- Members are provided PPE
 - Type III PFD
 - High-Voltage Detector
 - Waders
- Countywide annual equipment/resource inventory
- Equipment is pre-staged at set locations throughout the county in advance of operations



HIGH-WATER TASK FORCE

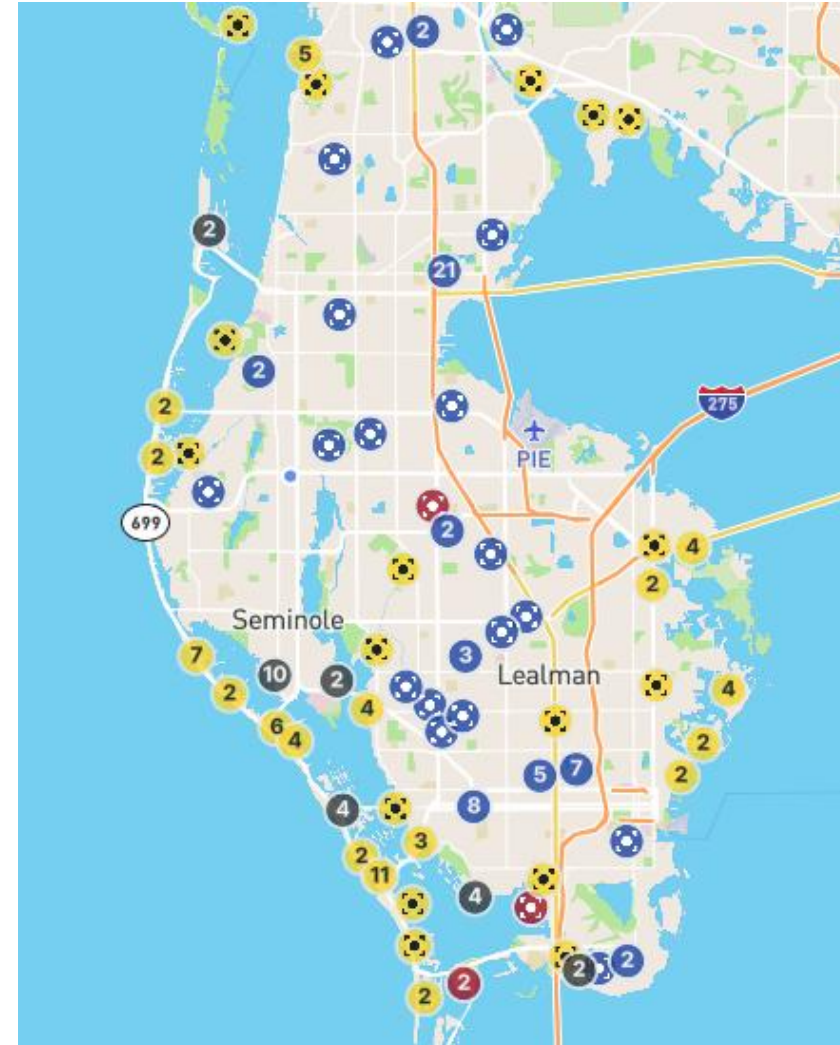


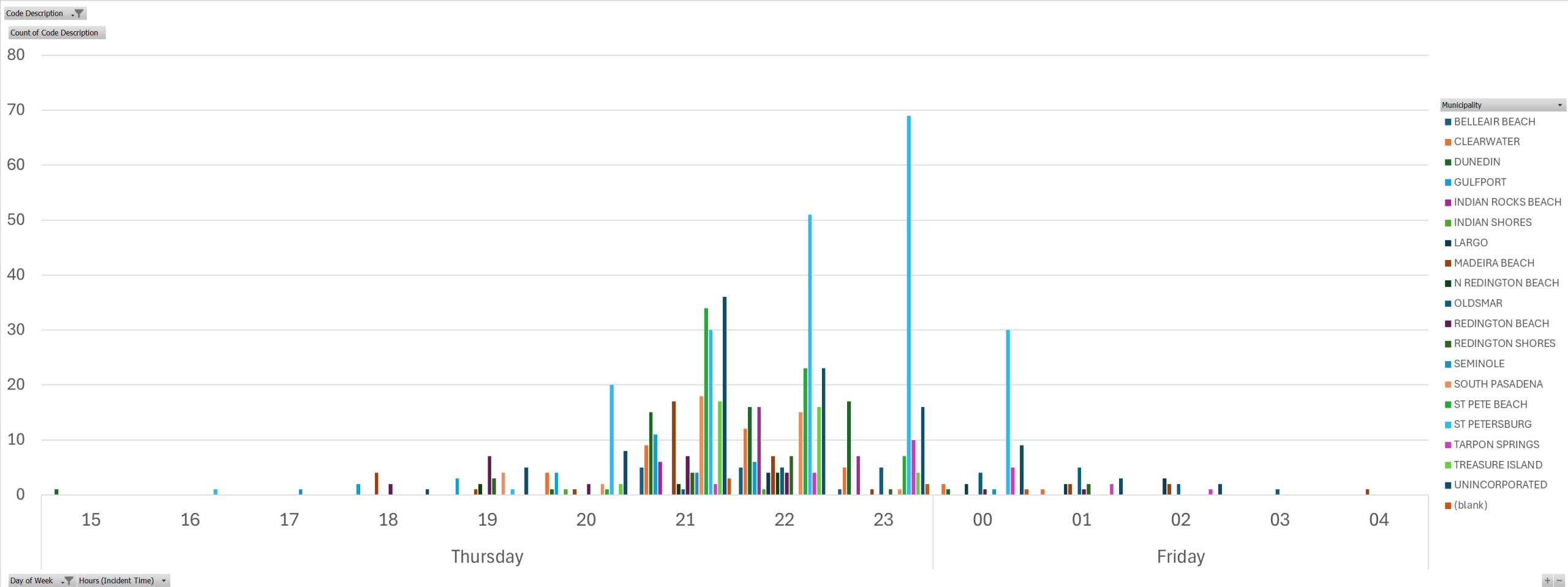
Out-of-County Resources

- Mutual-Aid Requests
 - Florida Sheriff's Task Force
 - Fish & Wildlife Commission
- Increased our strength to nearly 100 LE members
- Additional resources
 - 13 shallow draft vessels
 - 3 high-water vehicles

Pinellas County Sheriff's Office water rescues by the numbers:

- Helene 102 water rescue calls
- Milton 80 water rescue calls
 - Over 500 residents rescued from one apartment complex in Clearwater

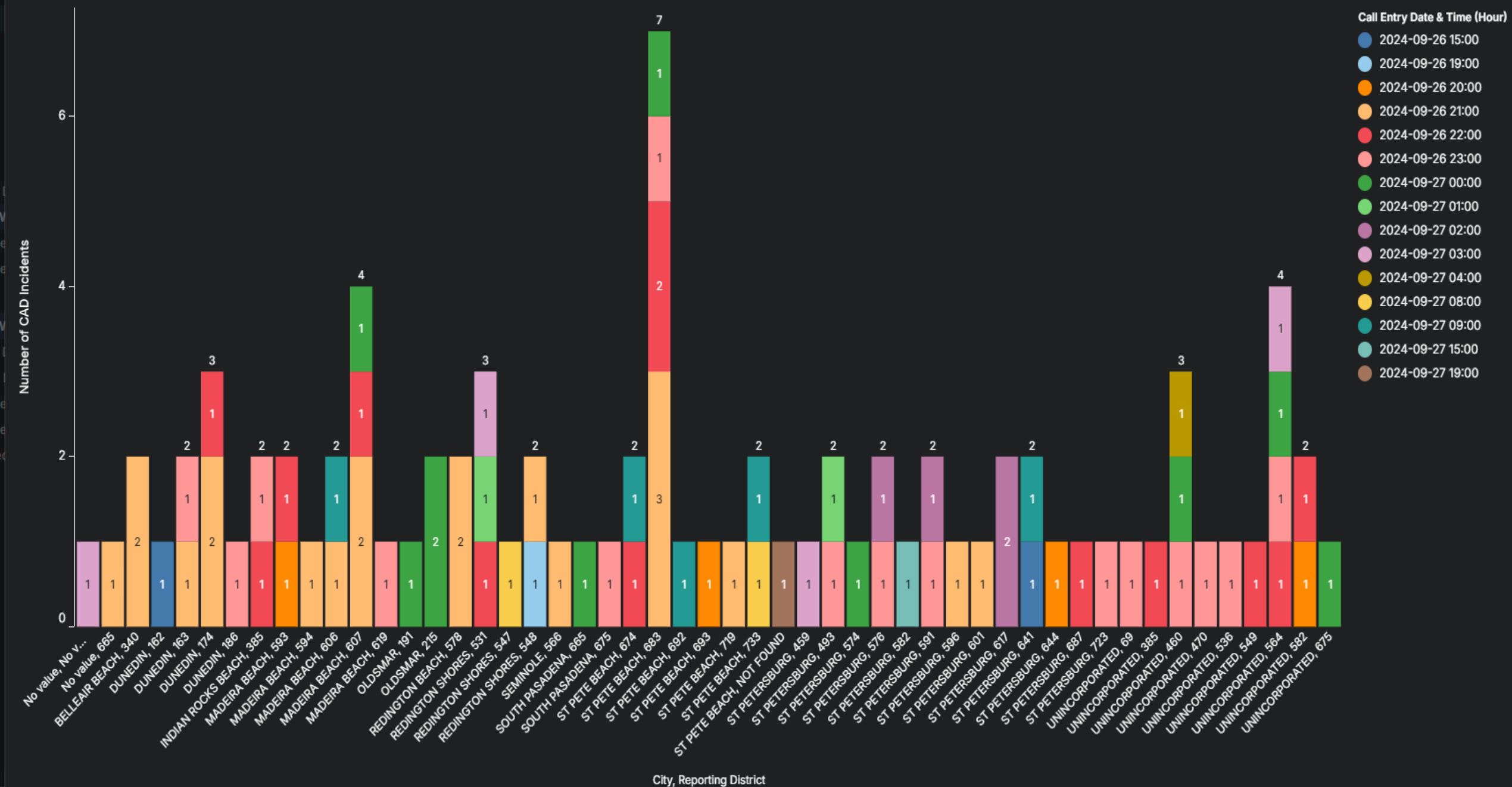


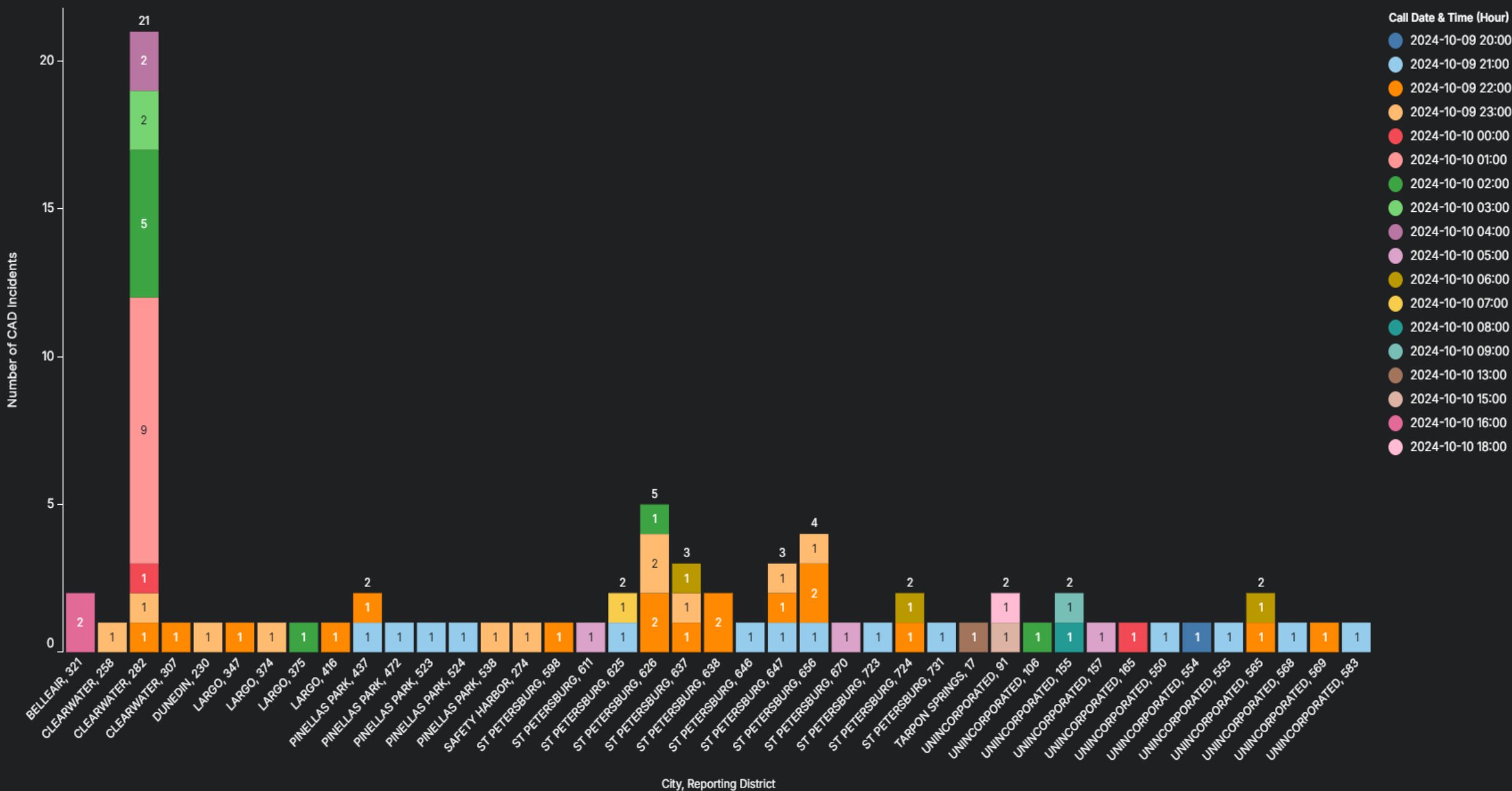


WATER RESCUE AND EVACUATION CALLS HURRICANE HELENE

756 calls for non-emergency evacuation or water rescue during 12-hour operational period

GOVERNOR'S HURRICANE CONFERENCE®



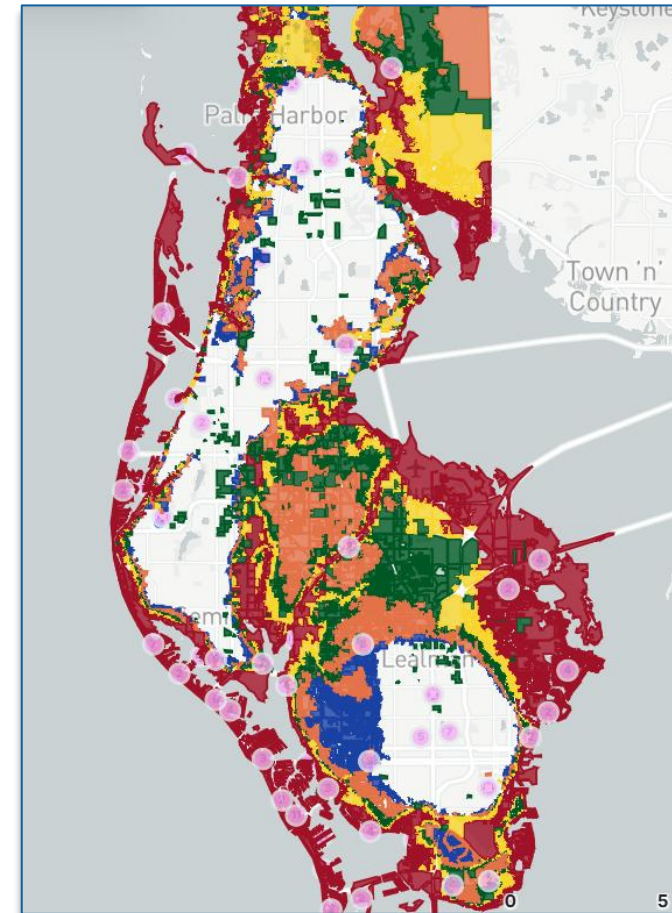


HIGH-WATER TASK FORCE



Key Takeaways from the Data

- Staging areas for HWRT resources/teams based on the projected event type (coastal versus inland impacts)
- Vehicle/resource types based on call volume in impacted areas
- Triageing of calls during peak periods – use the data
 - Identifying difference between emergency rescue versus evacuation during processing of call
 - Decreasing call evaluation for on-scene Area Commanders





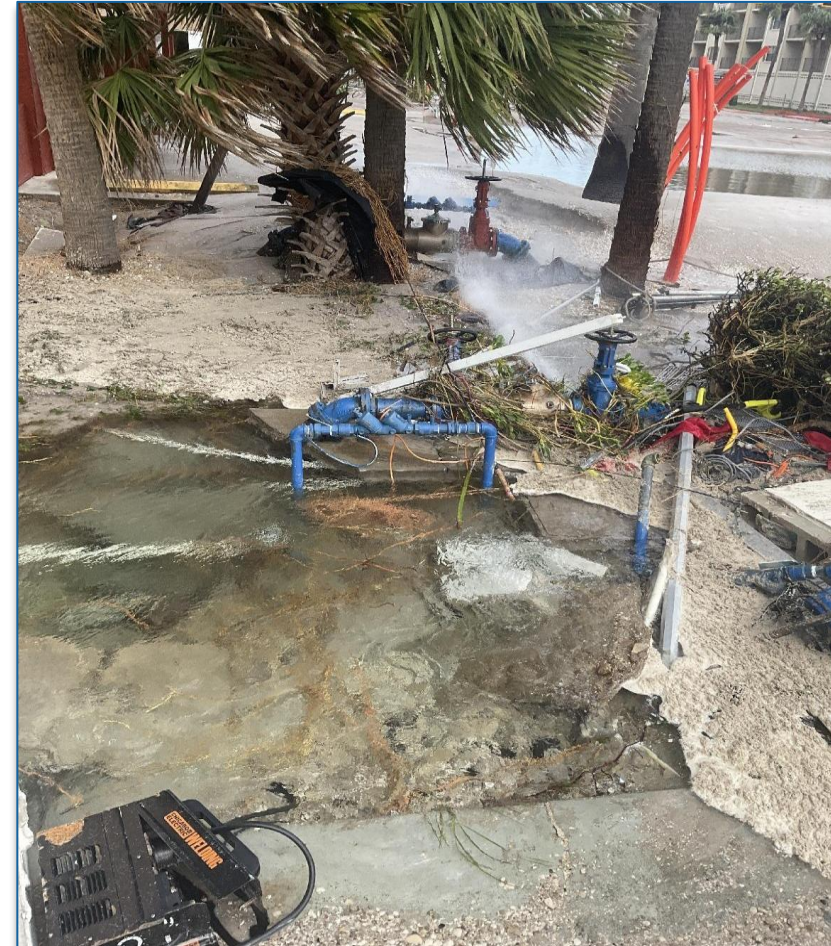
Other important takeaways

- **Can never have enough high-water resources /PPE/training**
 - **Acquiring additional local resources**
 - **Sherps**
 - **Jet-drive shallow draft vessels**
 - **Limitations of each platform**
 - **Operational training on each platform**
- **Unified Area Commands**
 - **Exploring FD/SO/PD Commanders coordinating high-water rescues/evacuations**



Hurricane Helene Impacts

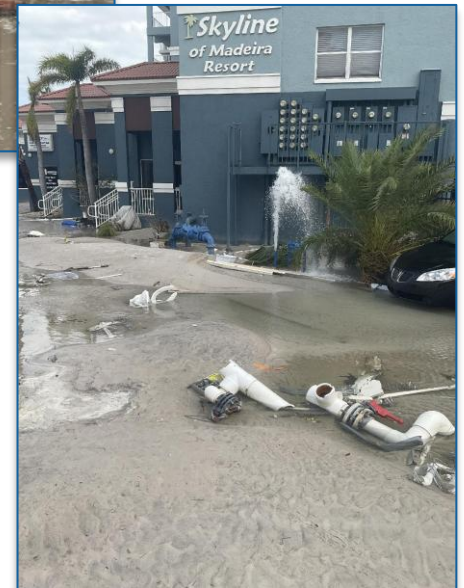
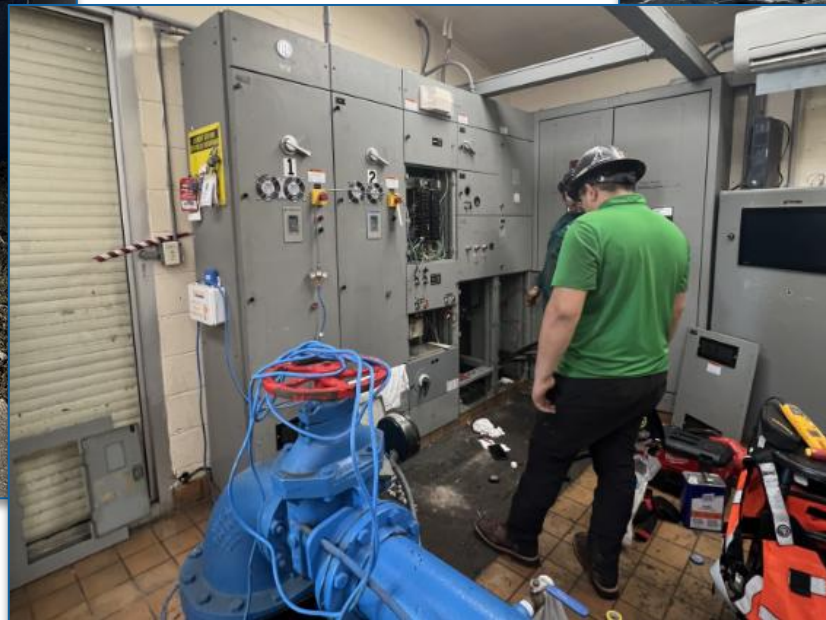
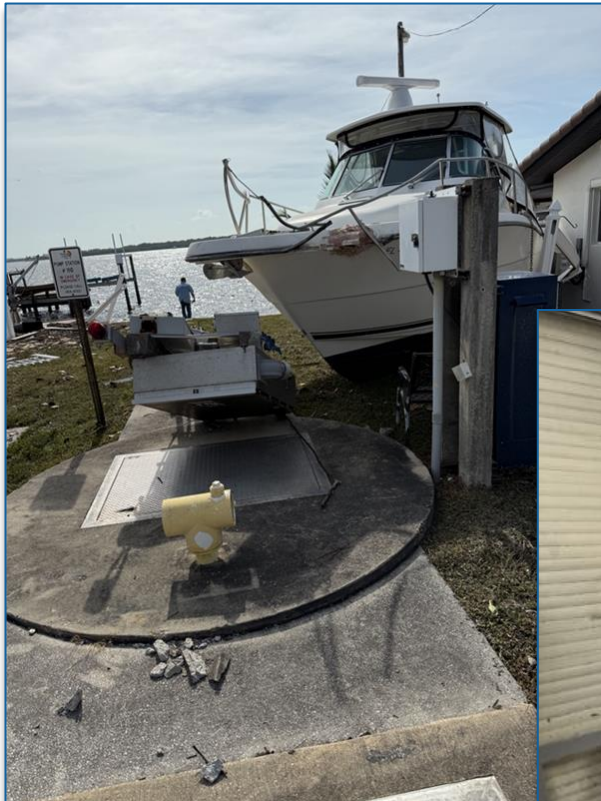
- 100/300 lift stations lost power
- Boil water notice issued due to Gulf Beach Booster
- 926 Work orders put into City Works
- **HUNDREDS OF BREAKS Across the Islands**
- Gulf Beach Booster Station took on water and couldn't function normally



Pinellas County Utilities



Helene Response



Pinellas County Utilities



Helene Response



GOVERNOR'S HURRICANE CONFERENCE®



Hurricane Milton Impacts

- 143/300 Lift Stations lost power
- Boil Water Notice Issued because booster station went out again
- 780 work orders
- Trees pulled up pipes



Pinellas County Utilities



Hurricane Milton Response

- Staff were **TIRE**D
- The storm was **CLOSER** to home for many staff
- It was a wind not a water event
- Trees pulled up pipes, trees on power lines, who do you call first?
- More widespread than in Helene
- Resources were already strapped and then we needed even more





Information and Data Sharing

KYZ hits:
20,000 within
1 minute of
WEA Alert,
and 40,000
concurrent
users within 2
minutes

Previous work that paid off

- **Know Your Zone** stability enhancements and contingency planning
 - AWS hosting, load testing (150k/hour),
- Working with Regional NWS to improve our pre-storm risk assessments
 - e.g. p-surge, peak surge timing, etc
- Leveraging WebEOC and ArcGIS Online -> less map-making, poster printing, etc.
- Pre-season staffing commitment

What we're doing differently

- Translating DATA into DECISIONS
 - Leveraging APIs, map services, WebEOC v. ArcGIS Online
 - Pre-season coordination to establish data sharing workflows & pre-authorized access
- Tricks to encourage reporting from partners, "buy-in"
 - Simplifying input, e.g. WebEOC
 - Reporting incentives
 - Eliminating redundancies



Two Lessons Learned

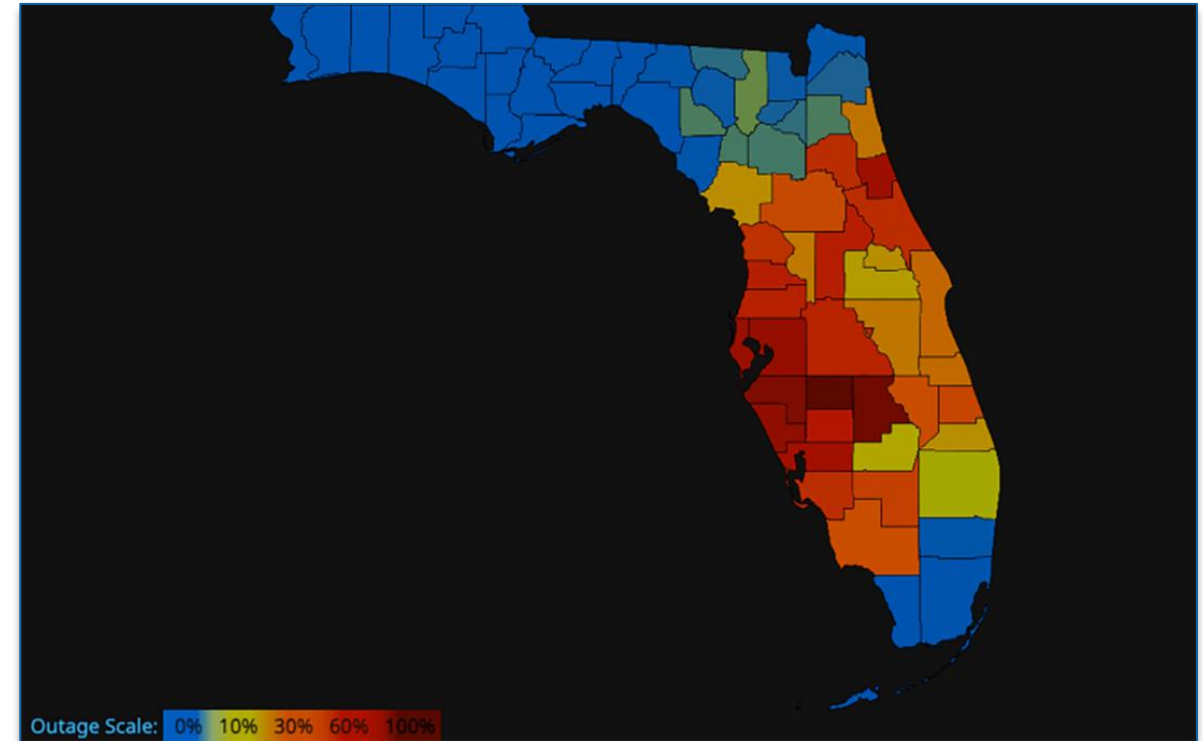
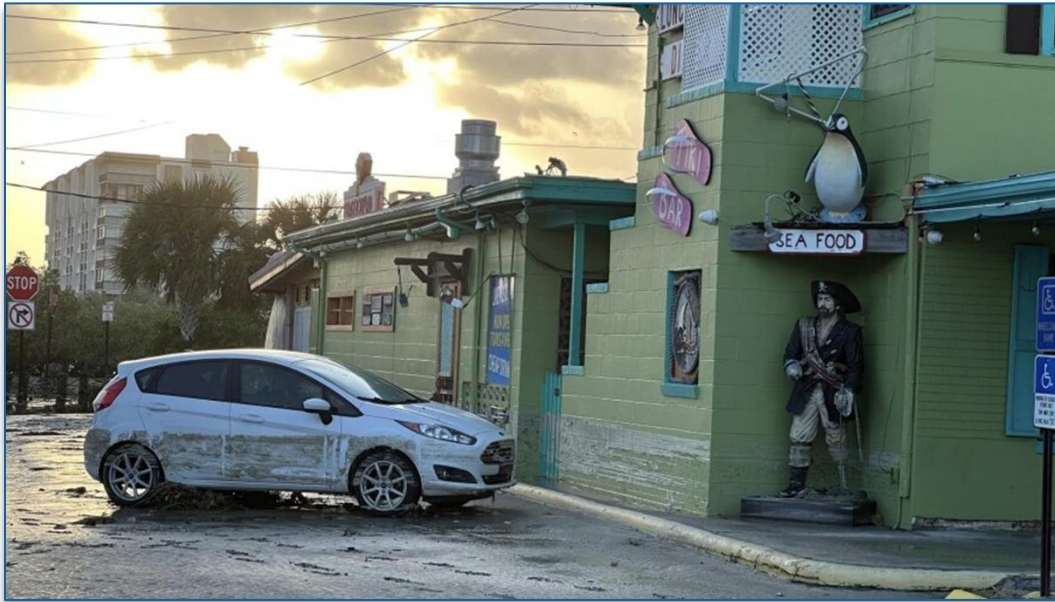
- **Communicate Like it's 1995**
- **Community Outreach Builds Trust and Saves Lives**



Public Information and Communications



Lesson One: Low-Tech Communication

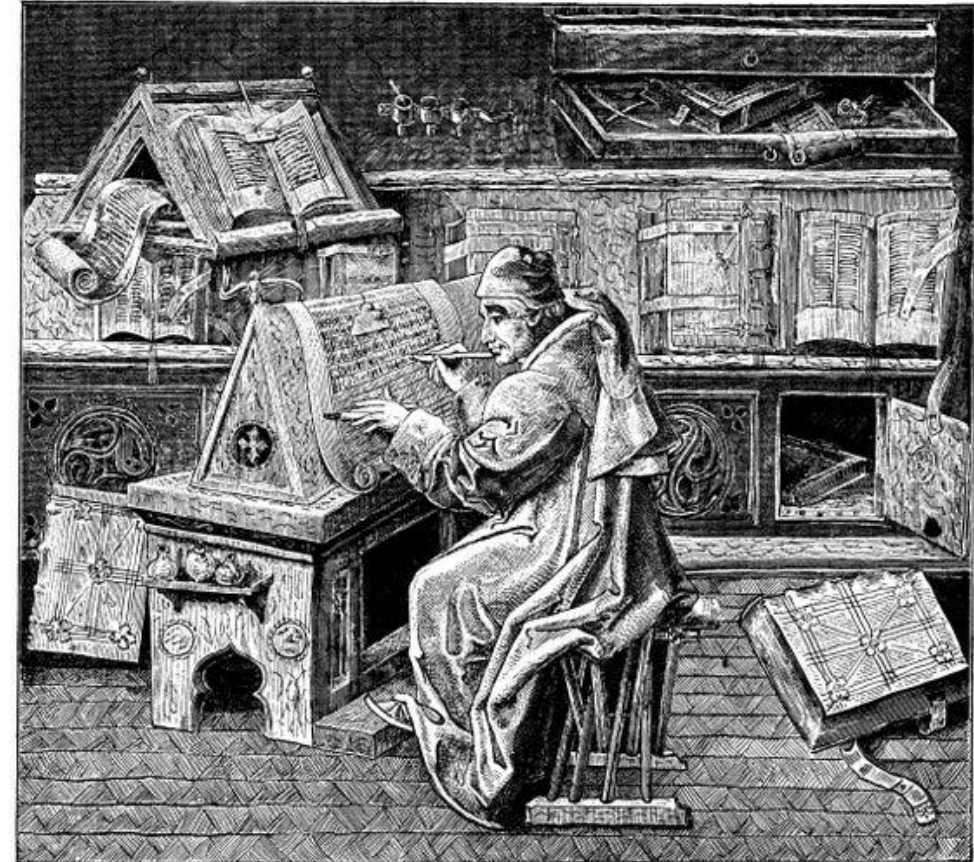


Low Bandwidth, High Need



The Printed Word

- Concise, lo-fi, dynamic
- Onsite printing > offsite
- Get them to shelters and hubs



Public Information and Communications



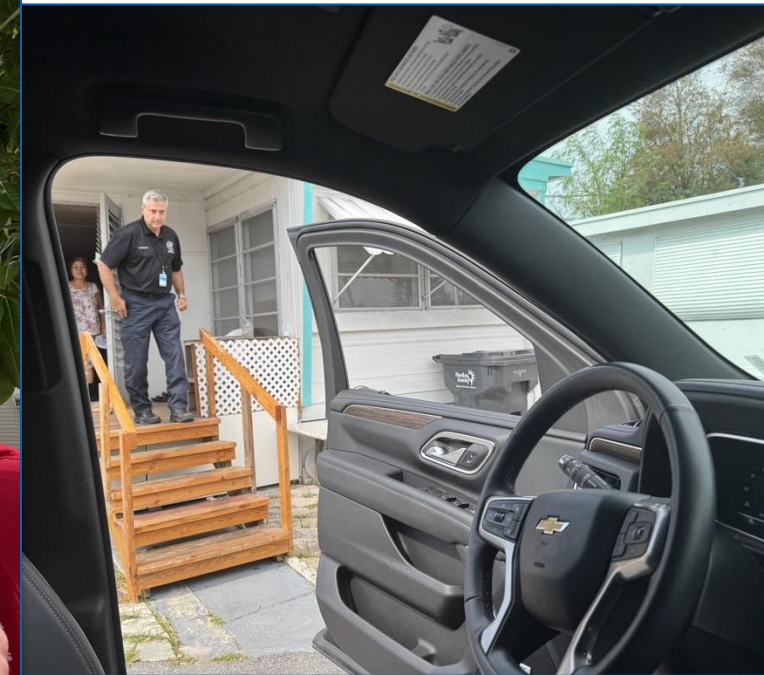
Community Engagement: How Did it Look?



Assigned and volunteer county employees



In uniform and plain clothes



External PIO support

Recovery – Prep – Recovery

Communications – Intel – Social Worker

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Community Engagement: Best Practices



- Ask for Help Early
- Identify Community Hubs
- Simple, Dynamic Print Products





Community Engagement: Impacts

- 31 days in the field
- Distributed 3,500 flyers/flyer packets
- Spoke to 1,050 people
- Shared information and coordinated cleaning kit distribution with 59 Houses of Worship.
- *From distrust to hugs*



City of St. Petersburg



CITY OF ST. PETERSBURG

**Update #8: Citywide
Drinking Water Alert:
Water Shutdown at
Midnight Due to Water
Line Break**

**WELCOME
TO
CENTRAL CITY**

CITY OF ST. PETERSBURG | OCT. 9, 2024

**URGENT NOTIFICATION:
Northeast and
Southwest Sewer
Treatment Plants are
Now Offline Due to
Potential Impacts from
Hurricane Milton Storm
Surge, Sewer Services
Affected**

City of St. Petersburg



Around 6:30pm...

**INITIATE THE
PROTOCOL!**

CITY OF ST. PETERSBURG | OCT. 9, 2024

URGENT NOTIFICATION:

Northeast and Southwest Sewer Treatment Plants are Now Offline Due to Potential Impacts from Hurricane Milton Storm Surge, Sewer Services Affected

 **St. Petersburg Police Department**
Published by Sppd Pio
October 9 at 5:53 PM




Sewer Plants Closing Due to Hurricane Milton

The Northeast and Southwest sewer treatment plants will be offline starting at 7 p.m. due to impacts from Hurricane Milton.

Important guidelines:

- Please flush toilets only as necessary as the toilet may not drain.
- Please LIMIT showers or use bathtubs, dishwashers, and washing machines.
- DO fill up water bottles in advance and brush your teeth over a container.

To check if your home is affected, go to
<https://csp.maps.arcgis.com/apps/webappviewer/index.html...>

Please Reduce Water Use!	Por Favor Reduzca el Uso de Agua
 Don't Use Dishwashers & Washing Machines	 No Use Lavadoras
 Limit Flushing	 Limite el Lavado
 Limit Showering	 Limite la Ducha

City of St. Petersburg



Around 10:00pm...



GOVERNOR'S HURRICANE CONFERENCE®

City of St. Petersburg

Around 10:30pm...

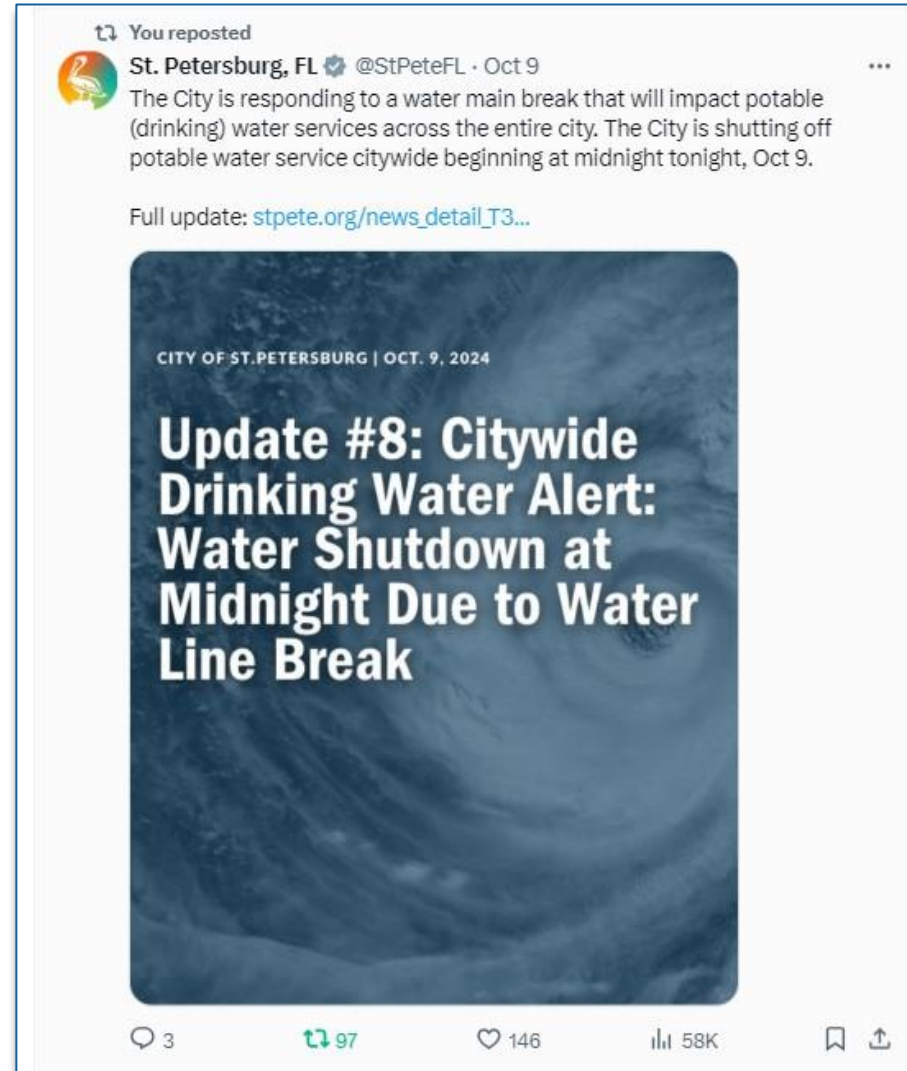


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City of St. Petersburg



Around 10:45pm...



City of St. Petersburg

Immediate Recovery



St. Pete Police @StPetePD · Oct 10

First Damage- Here's a Quick Look at some of the damage to the Trop and a downtown crane at 400 Central Avenue.

Due to the crane, streets are closed from 1st Ave North to 1st Avenue South and 3rd St. To 5th St. Avoid this area.



14 298 789 126K

You reposted



St. Petersburg, FL @StPeteFL · Oct 12

HOMETOWN HEROES

The City is working with local haulers through our new Hometown Red Haulers Program, a grassroots effort to help clear storm debris in our hardest-hit neighborhoods while supporting small, local businesses.

1/3



7 38 145 9.4K



St. Pete Police @StPetePD · Oct 11

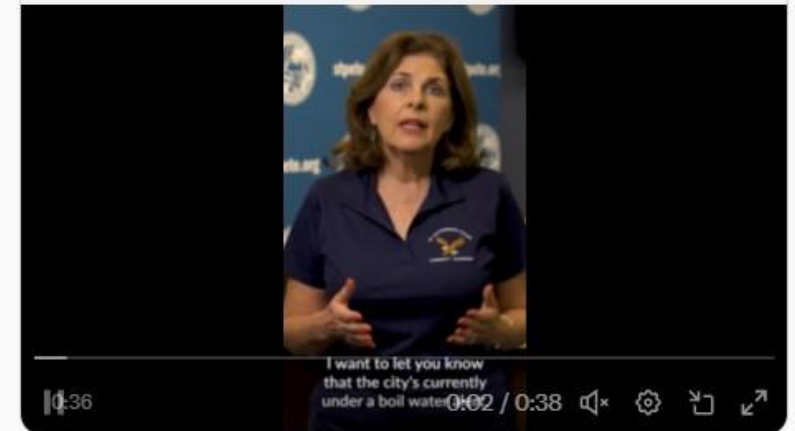
Boil Water Alert!



St. Petersburg, FL @StPeteFL · Oct 11

All you need you know about the the City's current boiler water notice!

Questions can be directed to the St. Pete Service by calling 727-893-7111, texting 727-435-7349 (727-HELPMIX), or emailing servicecenter@stpete.org.



2 9 34 8.2K



Considerations and Lessons Learned

- Crane safety – what you can and cannot do
- Water/sewer risks– thresholds, boil water notices, communication
- Understanding the full cascade effect of water disruptions
 - Healthcare facilities
 - Shelters
- Know who to call
- LOGISTICS
- Communication, communication, communication



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