

## COMMUNITY RATING SYSTEM ANNUAL RECERTIFICATION

### Section 1. Community Data

If there are any changes or corrections to the information in this section, please line out the old item and write in the correction.

Community: HILLSBOROUGH COUNTY \*      State: FL      NFIP Number: 120112

Recertification Date: 10/01/14

Chief Executive Officer:

Name: Mark Sharpe      Title: Chairman Board of County Commissioners

Address: P.O. Box 1110, 2<sup>nd</sup> Floor, Tampa, FL 33601

CRS Coordinator:

Name: Mr. Eugene Henry      Title: CRS Coordinator

Address: P.O. Box 1110, 19<sup>d</sup> Floor, Tampa, FL 33601

Coordinator's Phone: (813) 307-4541      Fax: (813) 272-5348

Email address: [henrye@hillsboroughcounty.org](mailto:henrye@hillsboroughcounty.org)

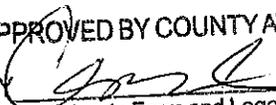
We are maintaining, to the best of my knowledge and belief, in force all flood insurance policies that have been required of us as a condition of federal financial assistance for insurable buildings owned by us and located in the Special Flood Hazard Area shown on our Flood Insurance Rate Map.

### Section 2. Certification

I hereby certify that this community is continuing to implement the activities noted below as credited under the Community Rating System and described in our original application and subsequent modifications.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Mark Sharpe, Chairman Board of County Commissioners

AW-214-1

APPROVED BY COUNTY ATTORNEY  
BY   
Approved as to Form and Legal Sufficiency

## COMMUNITY RATING SYSTEM ANNUAL RECERTIFICATION

### Section 3. Community Activities

Your community has been verified as receiving CRS credit for the following activities. If your community is still implementing these activities the CRS Coordinator needs to put his or her initials in the blank and attach the appropriate items. The numbers refer to the activity number which is found in the CRS Coordinator's Manual.

EPA 310 We are maintaining Elevation Certificates on all new and substantially improved buildings in our Special Flood Hazard Area.

EPA 310 We have issued 123 (insert number) permits for new construction and substantial improvements in the Special Flood Hazard Area in the last year.

EPA 310 **Attached** are 5 Elevation Certificates for new or substantially improved structures that have been completed in the last year.

EPA 310 We continue to make copies of Elevation Certificates on newer properties available at our present office location.  Initial here if your office address has changed in the past year. Please provide new address with this form.

EPA 310 We continue to maintain storage of our records off site.

EPA 320 We are providing Flood Insurance Rate Map information and information on the flood insurance purchase requirement to inquirers.  Initial here if the office address or the manner in which requests may be submitted has changed in the last year. Please provide the new office address or manner of submittal with this form.

EPA 320 **Attached** is a copy of the document that told lenders, insurance agents, and real estate offices about this service this year, including informing insurance agents about the availability of elevation certificates. EPA  Initial here if the information is included in your annual outreach project to the community or is part of your community's outreach projects strategy. Mark the attachment to Activity 330 to show where this service is publicized.

EPA 320 **Attached** is a copy of one page of the log, a letter, or other record that we kept on this service this year.

EPA 320 We are continuing to keep our FIRM updated and maintain old copies of our FIRM.

EPA 330 **Attached** is a copy of this year's annual outreach project to the community.

EPA 330 **Attached** is a description of this year's annual outreach project to floodplain residents.

## COMMUNITY RATING SYSTEM ANNUAL RECERTIFICATION

- EPP 330 **Attached** is a copy of the annual evaluation of our public information program strategy or a completed AW-330-3
- EPP 350 Our public library and website continues to maintain flood protection materials.
- EPP 350 We continue to conduct an annual review and update of the information and links in our flood protection website.
- EPP 360 We continue to provide flood protection assistance to inquirers.
- EPP 360 **Attached** is a copy of the document that told others about this service this year. EPP Initial here if the information is included in your annual outreach project to the community or to the flood plain properties, or is a part of our community's outreach projects strategy. Mark the attachment to Activity 330 to show where this service is publicized.
- EPP 360 **Attached** is a copy of one page of the log, a letter, or other record that we kept on this service this year.
- EPP 410 We continue to use our additional regulatory flood data before a new development can proceed in our floodplain.
- EPP 420 We continue to preserve our open space in the floodplain.
- EPP 430 We continue to enforce the floodplain management provisions of our zoning, subdivision and building code ordinances for which we are receiving credit. [ ] Initial here if you have amended your floodplain regulations. Attach a copy of the amendment.
- EPP 430 We continue to keep track of building improvements and repairs. Before a new permit is issued, we check the permit record and count the projects' dollar value cumulatively to determine if a nonconforming building should be brought up to our standards for new construction.
- EPP 430 We continue to enforce our zoning ordinance in the credited low-density zones and/or areas of our community receiving credit for land development criteria. [ ] Initial here if you have changed the allowable density of development in any of your zoning districts, rezoned parcels in the floodplain or changed your land development criteria. Attach a copy of the amendment.
- EPP 430 We continue to enforce our current building code. [ ] Initial here if you have amended your building code. Attach a copy of the amendment.
- EPP 430 We continue to employ those staff credited for attaining their CFM, and those who have attended the credited training courses. EPP Initial here if your staff has changed and attach a statement as to the staffing changes.
- EPP 440 We continue to use and update our flood data maintenance system on an annual basis as needed.

## COMMUNITY RATING SYSTEM ANNUAL RECERTIFICATION

- EPA 440 We continue to maintain our system of Benchmarks. [EPA] Initial here if any Benchmarks were found to be missing or inaccurate. Attach a copy of the correct elevation or a description of the missing Benchmark.
- EPA 450 We continue to enforce the stormwater management provisions of our zoning, subdivision and building code ordinances for new developments in the watershed. [EPA] Initial here if you have amended your stormwater management regulations. Attach a copy of the amendment.
- EPA 450 We continue to enforce the requirement that all new buildings outside the SFHA must be elevated above the street or otherwise protected from drainage problems.
- EPA 450 We continue to inspect and maintain the public stormwater facilities for which credit has been verified.
- EPA 502 Attached is a copy of this year's notice on property protection that we sent to our repetitive loss areas.
- EPA 502 We currently have 215 repetitive loss properties and send our notice to 13368 properties in the repetitive loss areas.
- EPA 510 **Attached** is a copy of our floodplain management plan's annual progress report and/or a copy of the annual progress report on the recommendations of the area analyses.
- EPA 510 We have provided copies of this progress report to our governing board, local media, and the state NFIP Coordinating office.
- EPA 520 We continue to maintain as open space the lots where buildings were acquired or relocated out of the floodplain. [ ] Initial here if there have been any changes (additions or deletions) to the parcels credited as open space. Attach a description of those changes.
- EPA 530 We continue to encourage property owners interested in retrofitting their buildings to protect them from flood damage. [ ] Initial here if there have been any changes (additions or deletions) to the buildings credited as being flood protected. Attach a description of those changes.
- EPA 540 We continue to implement our drainage system maintenance program.
- EPA 540 We continue to implement the sections of our Capital Improvements Program which pertain to the drainage system maintenance.
- EPA 540 **Attached** is a copy of a typical inspection report and a copy of the record that shows that any needed maintenance was performed.
- EPA 540 We continue to enforce our stream dumping regulations.
- EPA 540 **Attached** is a copy of this year's outreach project that explained our stream dumping regulations. [EPA] Initial here if the information is included in your annual outreach project to the community or is part of your community's outreach projects strategy. Mark the attachment

## COMMUNITY RATING SYSTEM ANNUAL RECERTIFICATION

to Activity 330 to show where your stream dumping regulations are explained. [ ] Initial here if you publicize the regulations with "no dumping" signs instead of through an outreach project.

ERP 610 We have maintained and tested our flood threat recognition system.

ERP 610 **Attached** is a report evaluating how our flood warning program worked during the flood(s) we had this year. ERP Initial here if your community did not have a flood that qualifies for evaluating the program (i.e., a flood that damaged more than 10 buildings, caused more than \$50,000 in property damage, or caused the death of one or more persons.)

ERP 610 We tested our warning dissemination equipment and procedures this year.

ERP 610 **Attached** is a copy of this year's outreach document that told people about the flood warnings and safety measures. ERP Initial here if the information is included in your annual outreach project to the community or to flood plain properties, or is a part of your community's outreach projects strategy. Mark the attachment to Activity 330 to show where the flood warnings and safety measures are explained.

ERP 610 We conducted at least one exercise of our flood response plan this year.

ERP 610 We have completed our annual update of the names and telephone numbers of the operators of all critical facilities affected by flooding.

NFIP Number: 120112

## Hillsborough County Community Rating System Annual Recertification

Because of the size of background documents for the CRS Annual Recertification, the background documents have been placed on the Hillsborough County web site for review at the following web address: <http://fl-hillsboroughcounty.civicplus.com/index.aspx?NID=1796>, select file CRS 2014 Annual Recertification Background.

HILLSBOROUGH COUNTY COMMUNITY RATING SYSTEM  
2013 – 2014 REPORTING PERIOD



Submitted to  
Insurance Service Office, Inc.;  
Subcontractor to the Federal emergency Management Agency

Submitted by  
Hillsborough County

September 17, 2014

**CRS 2013/2014  
Annual Recertification  
Activities form October 2013 to September 2014**

**Hillsborough County, Florida  
120112**

**Community**

**Table of Contents**

**Description**

**Transmittal Letter from the CRS Coordinator**

**Recertification activity Worksheet AW 214-1  
(Signature Page and Agenda)**

**Recertification Activity Worksheets AW 214-2 through 5**

**Activity Background Submittals**

**Activity 300**

**Activity 400**

**Activity 500**

**Activity 600**



**Public Works**

SEPTEMBER 17, 2014

**Board of County  
Commissioners**

Kevin Beckner  
Victor D. Crist  
Ken Hagan  
Al Higginbotham  
Lesley "Les" Miller Jr.  
Sandra L. Murman  
Mark Sharpe

**County Administrator**  
Michael S. Merrill

**County Administrator  
Executive Team**  
Lucia Garsys  
Carl S. Harness  
Gregory S. Horwedel  
Liana Lopez  
Bonnie Wise

**County Internal Auditor**  
Michelle Leonhardt

**County Attorney**  
Chip Fletcher

---

**Public Works**  
PO Box 1110  
Tampa, FL 33601-1110  
Phone: (813) 272-5912  
Fax: (813) 272-5811

Lori Lehr, CFM  
ISO/CRS Field Specialist  
14320 Salem Church Road.  
Dover, Florida 33527  
Phone: 813.215.8074

**SUBJECT: TRANSMITTAL LETTER, COMMUNITY 120112, HILLSBOROUGH  
COUNTY, FLORIDA; ANNUAL CRS RECERTIFICATION**

Dear Lori,

Please find enclosed the Hillsborough County's report for the Community Rating System's Annual Recertification for the 2013-2014 reporting period. The submittal includes the Activity Worksheets associated with AW-214 and the supporting backup documentation. The document has been signed by the Chairman of the Board of County Commissioners, which was approved to sign the document by a vote of the entire Board during a regularly scheduled public meeting on September 17, 2014. The meeting was formally noticed and public and private entities were granted the opportunity to review the summary information that is forwarded with the signature form. Where applicable, the report has a short summary with of the work Hillsborough County has performed towards each activity and contains applicable supplementary material.

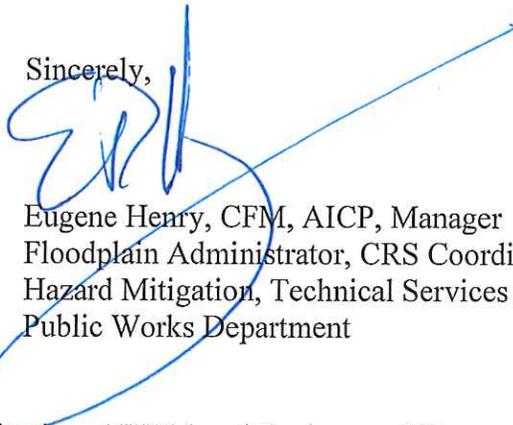
During the reporting period, Hillsborough County did not have flooding events as defined by the National Flood Insurance Program to report. An activity report associated with the Floodplain Management Plan, adopted September 22, 2010, and has been included, which provides the required annual review of activities associated with repetitive flood losses, the annual outreach program, and activities outlined within the Floodplain Management Plan.

The County did modify the Stormwater Technical Manual; however, respective changes only addressed the dimensions of retention and detention ponds and did not affect freeboard requirements. The Manual and respective regulations used to implement the Manual remain with more stringent standards than minimum best management practices.

Lori Lehr, CFM  
Transmittal Letter  
2012-2013 CRS Annual Recertification, Community 120112  
September 17, 2014; Page 2 of 2

Hillsborough County and agencies implementing the floodplain management program appreciate the opportunity to work with the Insurance Service Office, Inc., you, the State, and Federal Emergency Management Agency (FEMA). Additionally, your assistance in working through the annual recertification process has been greatly appreciated. If you have any questions or need additional information, please contact me at your convenience.

Sincerely,



Eugene Henry, CFM, AICP, Manager  
Floodplain Administrator, CRS Coordinator  
Hazard Mitigation, Technical Services Division  
Public Works Department

Enclosure: Annual Recertification, AW214 and Background Documentation

- x. John Lyons, PE, Director, Public Works Department  
James Hudock, Director, Technical Services Division  
Cameron Clark, Assistant County Attorney  
Andrea Iverson, CFM, Senior Engineering Technician

**Activity 230**  
Cycle Cover Page

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*ERI*

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*ERI*

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*ERI*

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*ERI*

610 We conducted at least one exercise of our flood response plan this year.

*ERI*

610 We have completed our annual update of the names and telephone numbers of the operators of all critical facilities affected by flooding.

NFIP Number: 120112

# **Activity Background -- Activity 300**

Hillsborough County

Community Rating System Annual Certification

Activity 310  
Elevation Certificates

**ELEVATION CERTIFICATE**

Important: Read the instructions on pages 1-9.

OMB No. 1660-0008  
 Expiration Date: July 31, 2015

**SECTION A - PROPERTY INFORMATION**

A1. Building Owner's Name MICHAEL ATHERTON		FOR INSURANCE COMPANY USE	
A2. Building Street Address (Including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 17859 BOY SCOUT ROAD		Policy Number	
City ODESSA State FL ZIP Code 33556		Company NAIC Number	
A3. Property Description (Lot and Block Numbers, Tax Parcel Number, Legal Description, etc.) FOLIO: 001477-0100 HILLSBOROUGH COUNTY, FLORIDA			
A4. Building Use (e.g., Residential, Non-Residential, Addition, Accessory, etc.) <u>RESIDENTIAL</u>			
A5. Latitude/Longitude: Lat. <u>N28°07'57.12"</u> Long. <u>W082°37'36.42"</u>		Horizontal Datum: <input type="checkbox"/> NAD 1927 <input checked="" type="checkbox"/> NAD 1983	
A6. Attach at least 2 photographs of the building if the Certificate is being used to obtain flood insurance.			
A7. Building Diagram Number: <u>1A</u>			
A8. For a building with a crawlspace or enclosure(s):		A9. For a building with an attached garage:	
a) Square footage of crawlspace or enclosure(s) <u>N/A</u> sq ft	a) Square footage of attached garage <u>1183</u> sq ft		
b) Number of permanent flood openings in the crawlspace or enclosure(s) within 1.0 foot above adjacent grade <u>N/A</u>	b) Number of permanent flood openings in the attached garage within 1.0 foot above adjacent grade <u>N/A</u>		
c) Total net area of flood openings in A8.b <u>N/A</u> sq in	c) Total net area of flood openings in A9.b <u>N/A</u> sq in		
d) Engineered flood openings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	d) Engineered flood openings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

**SECTION B - FLOOD INSURANCE RATE MAP (FIRM) INFORMATION**

B1. NFIP Community Name & Community Number HILLSBOROUGH COUNTY, 120112		B2. County Name HILLSBOROUGH		B3. State FLORIDA	
B4. Map/Panel Number 12057C0019H	B5. Suffix H	B6. FIRM Index Date 9-27-13	B7. FIRM Panel Effective/Revised Date 8-28-08	B8. Flood Zone(s) X & AE	B9. Base Flood Elevation(s) (Zone AO, use base flood depth) 37.9'
B10. Indicate the source of the Base Flood Elevation (BFE) data or base flood depth entered in Item B9. <input type="checkbox"/> FIS Profile <input checked="" type="checkbox"/> FIRM <input type="checkbox"/> Community Determined <input type="checkbox"/> Other/Source: _____					
B11. Indicate elevation datum used for BFE in Item B9: <input type="checkbox"/> NGVD 1929 <input checked="" type="checkbox"/> NAVD 1988 <input type="checkbox"/> Other/Source: _____					
B12. Is the building located in a Coastal Barrier Resources System (CBRS) area or Otherwise Protected Area (OPA)? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Designation Date: <u>N/A</u> <input type="checkbox"/> CBRS <input type="checkbox"/> OPA					

**SECTION C - BUILDING ELEVATION INFORMATION (SURVEY REQUIRED)**

C1. Building elevations are based on:  Construction Drawings\*  Building Under Construction\*  Finished Construction  
 \*A new Elevation Certificate will be required when construction of the building is complete.

C2. Elevations - Zones A1-A30, AE, AH, A (with BFE), VE, V1-V30, V (with BFE), AR, AR/A, AR/AE, AR/A1-A30, AR/AH, AR/AO. Complete Items C2.a-h below according to the building diagram specified in Item A7. In Puerto Rico only, enter meters.  
 Benchmark Utilized: SEE COMMENTS Vertical Datum: NAVD 1988  
 Indicate elevation datum used for the elevations in items a) through h) below.  NGVD 1929  NAVD 1988  Other/Source: \_\_\_\_\_  
 Datum used for building elevations must be the same as that used for the BFE.

Check the measurement used.

a) Top of bottom floor (including basement, crawlspace, or enclosure floor)	<u>38.6</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
b) Top of the next higher floor	<u>52.0</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
c) Bottom of the lowest horizontal structural member (V Zones only)	<u>N/A</u>	<input type="checkbox"/> feet <input type="checkbox"/> meters
d) Attached garage (top of slab)	<u>38.2</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
e) Lowest elevation of machinery or equipment servicing the building (Describe type of equipment and location in Comments)	<u>38.7</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
f) Lowest adjacent (finished) grade next to building (LAG)	<u>36.3</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
g) Highest adjacent (finished) grade next to building (HAG)	<u>38.0</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
h) Lowest adjacent grade at lowest elevation of deck or stairs, including structural support	<u>38.0</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters

**SECTION D - SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION**

This certification is to be signed and sealed by a land surveyor, engineer, or architect authorized by law to certify elevation information. I certify that the information on this Certificate represents my best efforts to interpret the data available. I understand that any false statement may be punishable by fine or imprisonment under 18 U.S. Code, Section 1001.

Check here if comments are provided on back of form. Were latitude and longitude in Section A provided by a licensed land surveyor?  Yes  No  
 Check here if attachments.

Certifier's Name A.. GENE COPELAND		License Number 2591	
Title LAND SURVEYOR	Company Name COPELAND AND SONS, INC.		
Address 2418 RADEN DRIVE	City LAND O LAKES	State FL	ZIP Code 34639
Signature <i>Gene Copeland</i>	Date 11-08-13	Telephone 813-949-4595	

*Gene Copeland*  
 PLACE SEAL HERE  
 PLS # 2591  
 11-08-13

<b>IMPORTANT: In these spaces, copy the corresponding information from Section A.</b>			<b>FOR INSURANCE COMPANY USE</b>	
Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 17859 BOY SCOUT ROAD			Policy Number	
City ODESSA	State FL	ZIP Code 33556	Company NAIC Number	

**SECTION D – SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION (CONTINUED)**

Copy both sides of this Elevation Certificate for (1) community official, (2) insurance agent/company, and (3) building owner.

Comments C2. BENCHMARK REFERENCE: HILLSBOROUGH COUNTY BENCHMARK VA-465 ELEVATION = 34.60' NAVD 1988 DATUM.  
C2e. AIR CONDITIONER PAD ELEVATION.

Signature *A. Gene Copeland* Date 11-08-13

**SECTION E – BUILDING ELEVATION INFORMATION (SURVEY NOT REQUIRED) FOR ZONE AO AND ZONE A (WITHOUT BFE)**

For Zones AO and A (without BFE), complete Items E1–E5. If the Certificate is intended to support a LOMA or LOMR-F request, complete Sections A, B, and C. For Items E1–E4, use natural grade, if available. Check the measurement used. In Puerto Rico only, enter meters.

E1. Provide elevation information for the following and check the appropriate boxes to show whether the elevation is above or below the highest adjacent grade (HAG) and the lowest adjacent grade (LAG).  
 a) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the HAG.  
 b) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the LAG.

E2. For Building Diagrams 6–9 with permanent flood openings provided in Section A Items 8 and/or 9 (see pages 8–9 of Instructions), the next higher floor (elevation C2.b in the diagrams) of the building is \_\_\_\_\_  feet  meters  above or  below the HAG.

E3. Attached garage (top of slab) is \_\_\_\_\_  feet  meters  above or  below the HAG.

E4. Top of platform of machinery and/or equipment servicing the building is \_\_\_\_\_  feet  meters  above or  below the HAG.

E5. Zone AO only: If no flood depth number is available, is the top of the bottom floor elevated in accordance with the community's floodplain management ordinance?  Yes  No  Unknown. The local official must certify this information in Section G.

**SECTION F – PROPERTY OWNER (OR OWNER'S REPRESENTATIVE) CERTIFICATION**

The property owner or owner's authorized representative who completes Sections A, B, and E for Zone A (without a FEMA-issued or community-issued BFE) or Zone AO must sign here. The statements in Sections A, B, and E are correct to the best of my knowledge.

Property Owner's or Owner's Authorized Representative's Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_ Telephone \_\_\_\_\_

Comments \_\_\_\_\_

Check here if attachments.

**SECTION G – COMMUNITY INFORMATION (OPTIONAL)**

The local official who is authorized by law or ordinance to administer the community's floodplain management ordinance can complete Sections A, B, C (or E), and G of this Elevation Certificate. Complete the applicable item(s) and sign below. Check the measurement used in Items G8–G10. In Puerto Rico only, enter meters.

- G1.  The information in Section C was taken from other documentation that has been signed and sealed by a licensed surveyor, engineer, or architect who is authorized by law to certify elevation information. (Indicate the source and date of the elevation data in the Comments area below.)
- G2.  A community official completed Section E for a building located in Zone A (without a FEMA-issued or community-issued BFE) or Zone AO.
- G3.  The following information (Items G4–G10) is provided for community floodplain management purposes.

G4. Permit Number _____	G5. Date Permit Issued _____	G6. Date Certificate Of Compliance/Occupancy Issued _____
-------------------------	------------------------------	---

- G7. This permit has been issued for:  New Construction  Substantial Improvement
- G8. Elevation of as-built lowest floor (including basement) of the building: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G9. BFE or (in Zone AO) depth of flooding at the building site: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G10. Community's design flood elevation: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_

Local Official's Name \_\_\_\_\_ Title \_\_\_\_\_

Community Name \_\_\_\_\_ Telephone \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Comments \_\_\_\_\_

Check here if attachments.

# Building Photographs

See Instructions for Item A6.

**IMPORTANT:** In these spaces, copy the corresponding information from Section A.

FOR INSURANCE COMPANY USE

Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No.  
17859 BOY SCOUT ROAD

Policy Number:

City ODESSA

State FL

ZIP Code 33556

Company NAIC Number:

If using the Elevation Certificate to obtain NFIP flood insurance, affix at least 2 building photographs below according to the instructions for Item A6. Identify all photographs with date taken; "Front View" and "Rear View"; and, if required, "Right Side View" and "Left Side View." When applicable, photographs must show the foundation with representative examples of the flood openings or vents, as indicated in Section A8. If submitting more photographs than will fit on this page, use the Continuation Page.

FRONT VIEW 11-8-13



REAR VIEW 11-8-13



# Building Photographs

Continuation Page

**IMPORTANT: In these spaces, copy the corresponding information from Section A.**

**FOR INSURANCE COMPANY USE**

Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No.  
17859 BOY SCOUT ROAD

Policy Number:

City ODESSA State FL ZIP Code 33556

Company NAIC Number:

If submitting more photographs than will fit on the preceding page, affix the additional photographs below. Identify all photographs with: date taken; "Front View" and "Rear View"; and, if required, "Right Side View" and "Left Side View." When applicable, photographs must show the foundation with representative examples of the flood openings or vents, as indicated in Section A8.

RIGHT SIDE VIEW 11-8-13



LEFT SIDE VIEW 11-8-13



# ELEVATION CERTIFICATE

IMPORTANT: Follow the instructions on pages 1-9.

OMB No. 1660-0008  
 Expiration Date: July 31, 2015

SPX40451

SECTION A - PROPERTY INFORMATION		FOR INSURANCE COMPANY USE
A1. Building Owner's Name <u>Cardel Homes</u>		Policy Number:
A2. Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. <u>522 Winterside Drive</u>		Company NAIC Number:
City <u>Apollo Beach</u>	State <u>FL</u>	ZIP Code <u>33572</u>
A3. Property Description (Lot and Block Numbers, Tax Parcel Number, Legal Description, etc.) <u>Lot 5 Block 74 Mirabay Parcels 21 and 23 (Plat Book 110 Pages 261-276) Hillsborough County, FL</u>		
A4. Building Use (e.g., Residential, Non-Residential, Addition, Accessory, etc.) <u>Residential</u>		
A5. Latitude/Longitude: Lat. <u>N 27° 25' 33.7"</u> Long. <u>W 82° 25' 44.8"</u> Horizontal Datum: <input type="checkbox"/> NAD 1927 <input checked="" type="checkbox"/> NAD 1983		
A6. Attach at least 2 photographs of the building if the Certificate is being used to obtain flood insurance.		
A7. Building Diagram Number <u>1A</u>		
A8. For a building with a crawlspace or enclosure(s):		A9. For a building with an attached garage:
a) Square footage of crawlspace or enclosure(s) <u>N/A</u> sq ft		a) Square footage of attached garage <u>423</u> sq ft
b) No. of permanent flood openings in the crawlspace or enclosure(s) within 1.0 foot above adjacent grade <u>N/A</u>		b) Number of permanent flood openings in the attached garage within 1.0 foot above adjacent grade <u>0</u>
c) Total net area of flood openings in A8.b <u>N/A</u> sq in		c) Total net area of flood openings in A9.b <u>0</u> sq in
d) Engineered flood openings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		d) Engineered flood openings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

SECTION B - FLOOD INSURANCE RATE MAP (FIRM) INFORMATION						
B1. NFIP Community Name & Community Number <u>Hillsborough 120112</u>		B2. County Name <u>Hillsborough</u>			B3. State <u>FL</u>	
B4. Map/Panel Number <u>12057C0656</u>	B5. Suffix <u>H</u>	B6. FIRM Index Date <u>09/27/2013</u>	B7. FIRM Panel Effective/Revised Date <u>08/28/2008</u>	B8. Flood Zone(s) <u>AE</u>	B9. Base Flood Elevation(s) (Zone AO, use base flood depth) <u>10'</u>	
B10. Indicate the source of the Base Flood Elevation (BFE) data or base flood depth entered in Item B9: <input type="checkbox"/> FIS Profile <input checked="" type="checkbox"/> FIRM <input type="checkbox"/> Community Determined <input type="checkbox"/> Other/Source: _____						
B11. Indicate elevation datum used for BFE in Item B9: <input type="checkbox"/> NGVD 1929 <input checked="" type="checkbox"/> NAVD 1988 <input type="checkbox"/> Other/Source: _____						
B12. Is the building located in a Coastal Barrier Resources System (CBRS) area or Otherwise Protected Area (OPA)? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Designation Date: <u>n/a</u> / _____ / _____ <input type="checkbox"/> CBRS <input type="checkbox"/> OPA						

SECTION C - BUILDING ELEVATION INFORMATION (SURVEY REQUIRED)	
C1. Building elevations are based on: <input type="checkbox"/> Construction Drawings* <input type="checkbox"/> Building Under Construction* <input checked="" type="checkbox"/> Finished Construction *A new Elevation Certificate will be required when construction of the building is complete.	
C2. Elevations -- Zones A1-A30, AE, AH, A (with BFE), VE, V1-V30, V (with BFE), AR, AR/A, AR/AE, AR/A1-A30, AR/AH, AR/AO. Complete Items C2.a-h below according to the building diagram specified in Item A7. In Puerto Rico only, enter meters. Benchmark Utilized: <u>FPK @ Lots 1&amp;2, Blk 74 Elev=7.78</u> Vertical Datum: <u>NAVD 1988</u> Indicate elevation datum used for the elevations in items a) through h) below. <input type="checkbox"/> NGVD 1929 <input checked="" type="checkbox"/> NAVD 1988 <input type="checkbox"/> Other/Source: _____ Datum used for building elevations must be the same as that used for the BFE.	
Check the measurement used.	
a) Top of bottom floor (including basement, crawlspace, or enclosure floor) <u>10 . 9</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
b) Top of the next higher floor <u>21 . 5</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
c) Bottom of the lowest horizontal structural member (V Zones only) <u>N/A</u>	<input type="checkbox"/> feet <input type="checkbox"/> meters
d) Attached garage (top of slab) <u>10 . 3</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
e) Lowest elevation of machinery or equipment servicing the building (Describe type of equipment and location in Comments) <u>10 . 9</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
f) Lowest adjacent (finished) grade next to building (LAG) <u>9 . 6</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
g) Highest adjacent (finished) grade next to building (HAG) <u>10 . 3</u>	<input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
h) Lowest adjacent grade at lowest elevation of deck or stairs, including structural support <u>N/A</u>	<input type="checkbox"/> feet <input type="checkbox"/> meters

SECTION D - SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION			
This certification is to be signed and sealed by a land surveyor, engineer, or architect authorized by law to certify elevation information. I certify that the information on this Certificate represents my best efforts to interpret the data available. I understand that any false statement may be punishable by fine or imprisonment under 18 U.S. Code, Section 1001.			
<input checked="" type="checkbox"/> Check here if comments are provided on back of form.		Were latitude and longitude in Section A provided by a licensed land surveyor? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Check here if attachments.			
Certifier's Name <u>Scott R. Fowler</u>	License Number <u>5185</u>		
Title <u>Florida Registered Surveyor</u>	Company Name <u>Landmark Engineering &amp; Surveying Corporation</u>		
Address <u>8515 Palm River Road</u>	City <u>Tampa</u>	State <u>FL</u>	ZIP Code <u>33619</u>
Signature <u>Scott R. Fowler</u>	Date <u>10/07/2013</u>	Telephone	

License #5185

PLACE SEAL HERE

10/2/13

*Scott R. Fowler*

**ELEVATION CERTIFICATE, page 2**

<b>IMPORTANT: In these spaces, copy the corresponding information from Section A.</b>			<b>FOR INSURANCE COMPANY USE</b>
Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 522 Winterside Drive			Policy Number:
City Apollo Beach	State FL	ZIP Code 33572	Company NAIC Number:

**SECTION D – SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION (CONTINUED)**

Copy both sides of this Elevation Certificate for (1) community official, (2) insurance agent/company, and (3) building owner.

Comments Not valid without the signature and original seal of a Florida Registered Surveyor and Mapper. Date of Field Work: 10/04/13  
Latitude and Longitude obtained with a handheld GPS device. The equipment referenced in C2e is the air conditioner, located outside the structure. Vertical Datum Conversion: NAVD 1988 + 0.91' = NGVD 1929.

Signature *Scott R. Fowler* Date 10/07/2013

**SECTION E – BUILDING ELEVATION INFORMATION (SURVEY NOT REQUIRED) FOR ZONE AO AND ZONE A (WITHOUT BFE)**

For Zones AO and A (without BFE), complete Items E1–E5. If the Certificate is intended to support a LOMA or LOMR-F request, complete Sections A, B, and C. For Items E1–E4, use natural grade, if available. Check the measurement used. In Puerto Rico only, enter meters.

E1. Provide elevation information for the following and check the appropriate boxes to show whether the elevation is above or below the highest adjacent grade (HAG) and the lowest adjacent grade (LAG).

a) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_ . \_\_\_\_\_  feet  meters  above or  below the HAG.

b) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_ . \_\_\_\_\_  feet  meters  above or  below the LAG.

E2. For Building Diagrams 6–9 with permanent flood openings provided in Section A items 8 and/or 9 (see pages 8–9 of Instructions), the next higher floor (elevation C2.b in the diagrams) of the building is \_\_\_\_\_ . \_\_\_\_\_  feet  meters  above or  below the HAG.

E3. Attached garage (top of slab) is \_\_\_\_\_ . \_\_\_\_\_  feet  meters  above or  below the HAG.

E4. Top of platform of machinery and/or equipment servicing the building is \_\_\_\_\_ . \_\_\_\_\_  feet  meters  above or  below the HAG.

E5. Zone AO only: If no flood depth number is available, is the top of the bottom floor elevated in accordance with the community's floodplain management ordinance?  Yes  No  Unknown. The local official must certify this information in Section G.

**SECTION F – PROPERTY OWNER (OR OWNER'S REPRESENTATIVE) CERTIFICATION**

The property owner or owner's authorized representative who completes Sections A, B, and E for Zone A (without a FEMA-issued or community-issued BFE) or Zone AO must sign here. The statements in Sections A, B, and E are correct to the best of my knowledge.

Property Owner or Owner's Authorized Representative's Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_ Telephone \_\_\_\_\_

Comments \_\_\_\_\_

Check here if attachments.

**SECTION G – COMMUNITY INFORMATION (OPTIONAL)**

The local official who is authorized by law or ordinance to administer the community's floodplain management ordinance can complete Sections A, B, C (or E), and G of this Elevation Certificate. Complete the applicable item(s) and sign below. Check the measurement used in Items G8–G10. In Puerto Rico only, enter meters.

G1.  The information in Section C was taken from other documentation that has been signed and sealed by a licensed surveyor, engineer, or architect who is authorized by law to certify elevation information. (Indicate the source and date of the elevation data in the Comments area below.)

G2.  A community official completed Section E for a building located in Zone A (without a FEMA-issued or community-issued BFE) or Zone AO.

G3.  The following information (Items G4–G9) is provided for community floodplain management purposes.

G4. Permit Number _____	G5. Date Permit Issued _____	G6. Date Certificate Of Compliance/Occupancy Issued _____
-------------------------	------------------------------	---

G7. This permit has been issued for:  New Construction  Substantial Improvement

G8. Elevation of as-built lowest floor (including basement) of the building: \_\_\_\_\_ . \_\_\_\_\_  feet  meters Datum \_\_\_\_\_

G9. BFE or (in Zone AO) depth of flooding at the building site: \_\_\_\_\_ . \_\_\_\_\_  feet  meters Datum \_\_\_\_\_

G10. Community's design flood elevation: \_\_\_\_\_ . \_\_\_\_\_  feet  meters Datum \_\_\_\_\_

Local Official's Name \_\_\_\_\_ Title \_\_\_\_\_

Community Name \_\_\_\_\_ Telephone \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Comments \_\_\_\_\_

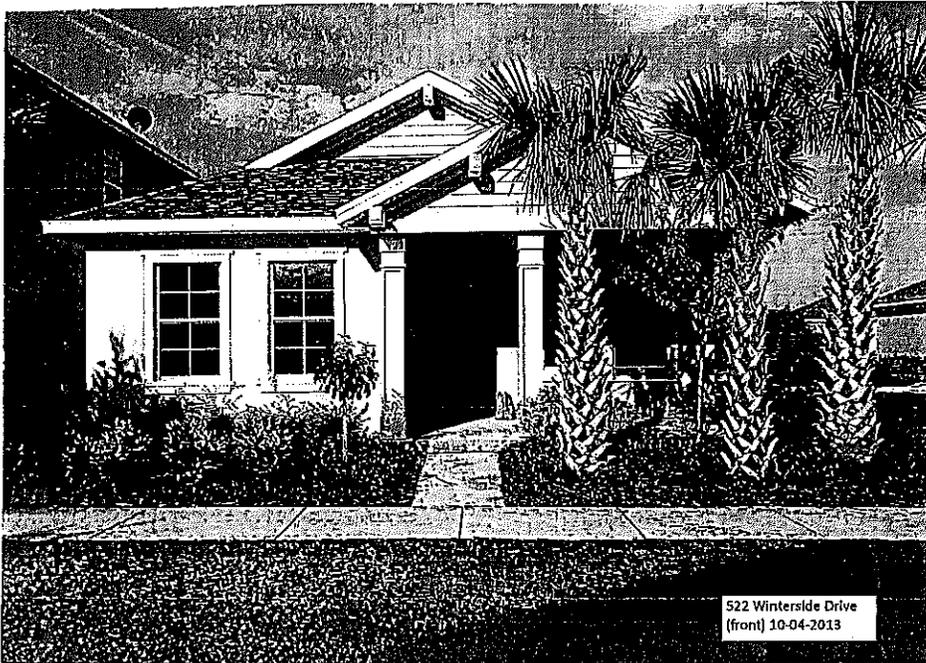
Check here if attachments.

**BUILDING PHOTOGRAPHS**

See Instructions for Item A6.

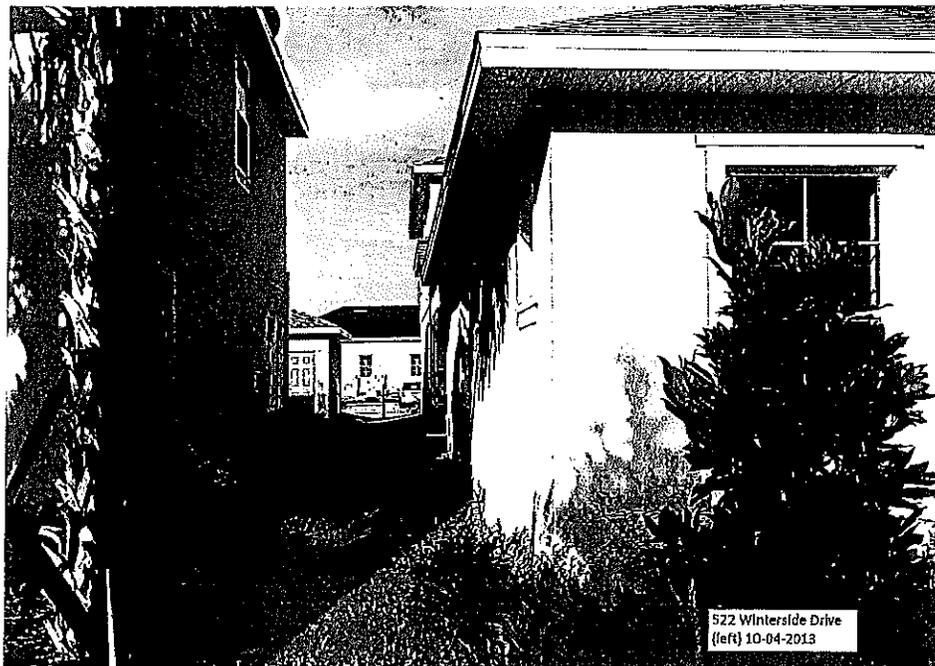
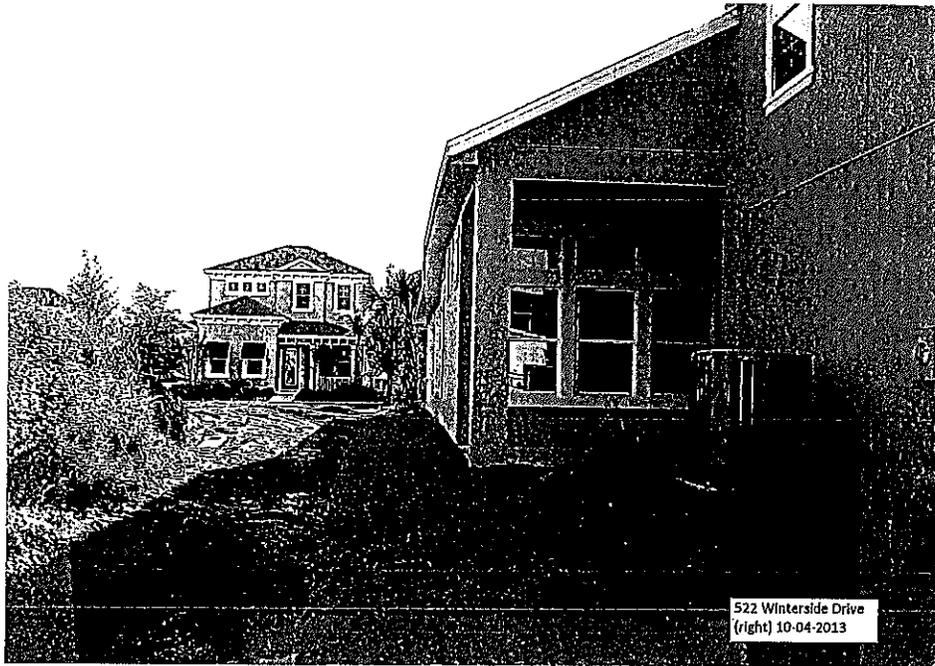
<b>IMPORTANT: In these spaces, copy the corresponding information from Section A.</b>			<b>FOR INSURANCE COMPANY USE</b>
Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 522 Winterside Drive			Policy Number:
City Apollo Beach	State FL	ZIP Code 33572	Company NAIC Number:

If using the Elevation Certificate to obtain NFIP flood insurance, affix at least 2 building photographs below according to the instructions for Item A6. Identify all photographs with date taken; "Front View" and "Rear View"; and, if required, "Right Side View" and "Left Side View." When applicable, photographs must show the foundation with representative examples of the flood openings or vents, as indicated in Section A8. If submitting more photographs than will fit on this page, use the Continuation Page.



<b>IMPORTANT: In these spaces, copy the corresponding information from Section A.</b>			<b>FOR INSURANCE COMPANY USE</b>
Building Street Address (Including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 522 Winterside Drive			Policy Number:
City Apollo Beach	State FL	ZIP Code 33572	Company NAIC Number:

If submitting more photographs than will fit on the preceding page, affix the additional photographs below. Identify all photographs with: date taken; "Front View" and "Rear View"; and, if required, "Right Side View" and "Left Side View." When applicable, photographs must show the foundation with representative examples of the flood openings or vents, as indicated in Section A8.



# ELEVATION CERTIFICATE

**Important: Read the instructions on pages 1-9.**

OMB No. 1660-0008  
 Expiration Date: July 31, 2015

## SECTION A - PROPERTY INFORMATION

FOR INSURANCE COMPANY USE

A1. Building Owner's Name GL HOMES

Policy Number:

A2. Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No.  
5108 INDIAN SHORES PL

Company NAIC Number:

City WIMAUMA State FL ZIP Code 33598

A3. Property Description (Lot and Block Numbers, Tax Parcel Number, Legal Description, etc.)  
LOT 86, VALENCIA LAKES TRACT H PHASE 1

SFR 65012

A4. Building Use (e.g., Residential, Non-Residential, Addition, Accessory, etc.) RESIDENTIAL

A5. Latitude/Longitude: Lat. 27°44'20.51"N Long. 82°19'15.67"W

Horizontal Datum:  NAD 1927  NAD 1983

A6. Attach at least 2 photographs of the building if the Certificate is being used to obtain flood insurance.

A7. Building Diagram Number 1A

A8. For a building with a crawlspace or enclosure(s):

A9. For a building with an attached garage:

- a) Square footage of crawlspace or enclosure(s) N/A sq ft
- b) Number of permanent flood openings in the crawlspace or enclosure(s) within 1.0 foot above adjacent grade N/A
- c) Total net area of flood openings in A8.b N/A sq in
- d) Engineered flood openings?  Yes  No

- a) Square footage of attached garage 395 sq ft
- b) Number of permanent flood openings in the attached garage within 1.0 foot above adjacent grade 0
- c) Total net area of flood openings in A9.b 0 sq in
- d) Engineered flood openings?  Yes  No

## SECTION B - FLOOD INSURANCE RATE MAP (FIRM) INFORMATION

B1. NFIP Community Name & Community Number  
HILLSBOROUGH 120112

B2. County Name  
HILLSBOROUGH

B3. State  
FLORIDA

B4. Map/Panel Number  
12057C0680

B5. Suffix  
H

B6. FIRM Index Date  
09/27/13

B7. FIRM Panel Effective/Revised Date  
8/28/08

B8. Flood Zone(s)  
AE

B9. Base Flood Elevation(s) (Zone AO, use base flood depth)  
66'

B10. Indicate the source of the Base Flood Elevation (BFE) data or base flood depth entered in Item B9.

- FIS Profile  FIRM  Community Determined  Other/Source: \_\_\_\_\_

B11. Indicate elevation datum used for BFE in Item B9:  NGVD 1929  NAVD 1988  Other/Source: \_\_\_\_\_

B12. Is the building located in a Coastal Barrier Resources System (CBRS) area or Otherwise Protected Area (OPA)?  Yes  No  
 Designation Date: N/A  CBRS  OPA

## SECTION C - BUILDING ELEVATION INFORMATION (SURVEY REQUIRED)

C1. Building elevations are based on:  Construction Drawings\*  Building Under Construction\*  Finished Construction

\*A new Elevation Certificate will be required when construction of the building is complete.

C2. Elevations - Zones A1-A30, AE, AH, A (with BFE), VE, V1-V30, V (with BFE), AR, AR/A, AR/AE, AR/A1-A30, AR/AH, AR/AO. Complete Items C2.a-h below according to the building diagram specified in Item A7. In Puerto Rico only, enter meters.

Benchmark Utilized: VC254 Vertical Datum: NAVD 1988

Indicate elevation datum used for the elevations in items a) through h) below.  NGVD 1929  NAVD 1988  Other/Source: \_\_\_\_\_  
 Datum used for building elevations must be the same as that used for the BFE.

Check the measurement used.

- a) Top of bottom floor (including basement, crawlspace, or enclosure floor) 70.29  feet  meters
- b) Top of the next higher floor N/A  feet  meters
- c) Bottom of the lowest horizontal structural member (V Zones only) N/A  feet  meters
- d) Attached garage (top of slab) 69.83  feet  meters
- e) Lowest elevation of machinery or equipment servicing the building (Describe type of equipment and location in Comments) 69.8  feet  meters
- f) Lowest adjacent (finished) grade next to building (LAG) 69.4  feet  meters
- g) Highest adjacent (finished) grade next to building (HAG) 69.8  feet  meters
- h) Lowest adjacent grade at lowest elevation of deck or stairs, including structural support N/A  feet  meters

## SECTION D - SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION

This certification is to be signed and sealed by a land surveyor, engineer, or architect authorized by law to certify elevation information. I certify that the information on this Certificate represents my best efforts to interpret the data available. I understand that any false statement may be punishable by fine or imprisonment under 18 U.S. Code, Section 1001.

- Check here if comments are provided on back of form. Were latitude and longitude in Section A provided by a licensed land surveyor?  Yes  No  
 Check here if attachments.

Certifier's Name JOHN R BEACH

License Number 2984

Title P.L.S.

Company Name JOHN R. BEACH & ASSOCIATES, INC.

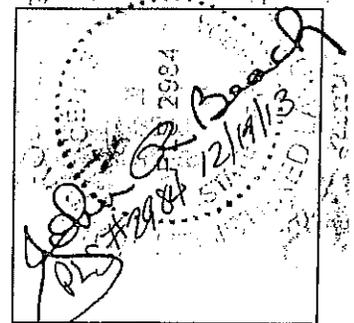
Address 911 ST. PETERSBURG DR W

City OLDSMAR

State FL ZIP Code 34677

Signature John R Beach Date 12/19/2013

Telephone 813-854-1276



<b>IMPORTANT: In these spaces, copy the corresponding information from Section A.</b>		<b>FOR INSURANCE COMPANY USE</b>
Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 5108 INDIAN SHORES PL		Policy Number
City WIMAUMA	State FL ZIP Code 33598	Company NAIC Number

**SECTION D – SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION (CONTINUED)**

Copy both sides of this Elevation Certificate for (1) community official, (2) insurance agent/company, and (3) building owner.

Comments C2(e) = A/C ELEV

Signature

*John R Beach*

Date 12/19/2013

**SECTION E – BUILDING ELEVATION INFORMATION (SURVEY NOT REQUIRED) FOR ZONE AO AND ZONE A (WITHOUT BFE)**

For Zones AO and A (without BFE), complete Items E1–E5. If the Certificate is intended to support a LOMA or LOMR-F request, complete Sections A, B, and C. For Items E1–E4, use natural grade, if available. Check the measurement used. In Puerto Rico only, enter meters.

- E1. Provide elevation information for the following and check the appropriate boxes to show whether the elevation is above or below the highest adjacent grade (HAG) and the lowest adjacent grade (LAG).
  - a) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the HAG.
  - b) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the LAG.
- E2. For Building Diagrams 6–9 with permanent flood openings provided in Section A Items 8 and/or 9 (see pages 8–9 of Instructions), the next higher floor (elevation C2.b in the diagrams) of the building is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E3. Attached garage (top of slab) is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E4. Top of platform of machinery and/or equipment servicing the building is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E5. Zone AO only: If no flood depth number is available, is the top of the bottom floor elevated in accordance with the community's floodplain management ordinance?  Yes  No  Unknown. The local official must certify this information in Section G.

**SECTION F – PROPERTY OWNER (OR OWNER'S REPRESENTATIVE) CERTIFICATION**

The property owner or owner's authorized representative who completes Sections A, B, and E for Zone A (without a FEMA-issued or community-issued BFE) or Zone AO must sign here. The statements in Sections A, B, and E are correct to the best of my knowledge.

Property Owner's or Owner's Authorized Representative's Name

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_ Telephone \_\_\_\_\_

Comments

Check here if attachments.

**SECTION G – COMMUNITY INFORMATION (OPTIONAL)**

The local official who is authorized by law or ordinance to administer the community's floodplain management ordinance can complete Sections A, B, C (or E), and G of this Elevation Certificate. Complete the applicable item(s) and sign below. Check the measurement used in Items G8–G10. In Puerto Rico only, enter meters.

- G1.  The information in Section C was taken from other documentation that has been signed and sealed by a licensed surveyor, engineer, or architect who is authorized by law to certify elevation information. (Indicate the source and date of the elevation data in the Comments area below.)
- G2.  A community official completed Section E for a building located in Zone A (without a FEMA-issued or community-issued BFE) or Zone AO.
- G3.  The following information (Items G4–G10) is provided for community floodplain management purposes.

G4. Permit Number	G5. Date Permit Issued	G6. Date Certificate Of Compliance/Occupancy Issued
-------------------	------------------------	---

- G7. This permit has been issued for:  New Construction  Substantial Improvement
- G8. Elevation of as-built lowest floor (including basement) of the building: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G9. BFE or (in Zone AO) depth of flooding at the building site: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G10. Community's design flood elevation: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_

Local Official's Name \_\_\_\_\_ Title \_\_\_\_\_

Community Name \_\_\_\_\_ Telephone \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Comments

Check here if attachments.

# Building Photographs

See Instructions for Item A6.

SFIL 65012

Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No.  
**5108 INDIAN SHORES PL**

City State Zip  
**WIMAUMA, FL 33598**

For Insurance Company Use:

Policy Number

Company NAIC Number

If using the Elevation Certificate to obtain NFIP flood insurance, affix at least two building photographs below according to the instructions for Item A6. Identify all photographs with: date taken; "Front View" and "Rear View"; and, if required, "Right Side View" and "Left Side View." If submitting more photographs than will fit on this page, use the Continuation Page, following.

ALL PICTURES TAKEN ON 12/18/2013

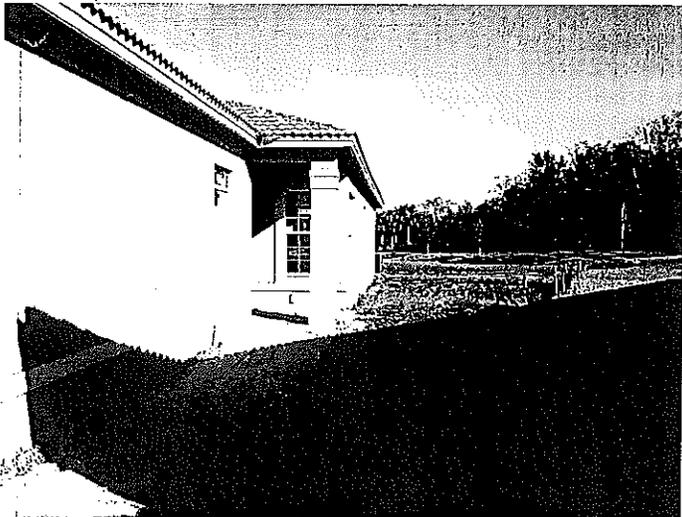
LOT 86, FRONT



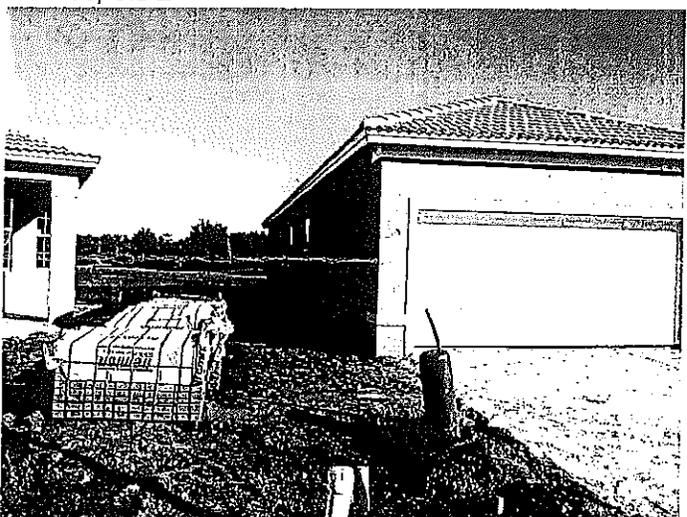
LOT 86, REAR



LOT 86, SIDE



LOT 86, SIDE



# ELEVATION CERTIFICATE

SFR 64377

Important: Read the instructions on pages 1-9.

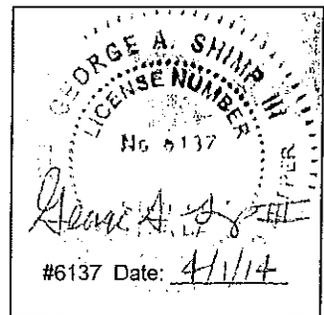
OMB No. 1660-0008  
 Expiration Date: July 31, 2015

SECTION A - PROPERTY INFORMATION		FOR INSURANCE COMPANY USE
A1. Building Owner's Name <b>WAYNE JEFFREY HAMPTON &amp; EVON CHARI HAMPTON</b>	Policy Number:	
A2. Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. <b>18831 JIRETZ ROAD</b>	Company NAIC Number:	
City <b>ODESSA</b>	State <b>FL</b>	ZIP Code <b>33556</b>
A3. Property Description (Lot and Block Numbers, Tax Parcel Number, Legal Description, etc.) <b>NORTH 1/2 OF TRACT 10, KEYSTONE PARK COLONY SUBDIVISION - (PARCEL # U-09-27-17-001-000000-06010.1)</b>		
A4. Building Use (e.g., Residential, Non-Residential, Addition, Accessory, etc.) <b>RESIDENTIAL</b>		
A5. Latitude/Longitude: Lat. <b>28°09'08.3"N</b> Long. <b>82°36'14.5"W</b> Horizontal Datum: <input type="checkbox"/> NAD 1927 <input checked="" type="checkbox"/> NAD 1983		
A6. Attach at least 2 photographs of the building if the Certificate is being used to obtain flood insurance.		
A7. Building Diagram Number <b>1A</b>		
A8. For a building with a crawlspace or enclosure(s):		A9. For a building with an attached garage:
a) Square footage of crawlspace or enclosure(s) <b>N/A</b> sq ft	b) Number of permanent flood openings in the crawlspace or enclosure(s) within 1.0 foot above adjacent grade <b>N/A</b>	a) Square footage of attached garage <b>773</b> sq ft
c) Total net area of flood openings in A8.b <b>N/A</b> sq in	d) Engineered flood openings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	b) Number of permanent flood openings in the attached garage within 1.0 foot above adjacent grade <b>0</b>
		c) Total net area of flood openings in A9.b <b>0</b> sq in
		d) Engineered flood openings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

SECTION B - FLOOD INSURANCE RATE MAP (FIRM) INFORMATION					
B1. NFIP Community Name & Community Number <b>HILLSBOROUGH COUNTY 120112</b>		B2. County Name <b>HILLSBOROUGH</b>		B3. State <b>FL</b>	
B4. Map/Panel Number <b>12057C-0038</b>	B5. Suffix <b>H</b>	B6. FIRM Index Date <b>9-27-13</b>	B7. FIRM Panel Effective/Revised Date <b>8-28-08</b>	B8. Flood Zone(s) <b>X &amp; AE</b>	B9. Base Flood Elevation(s) (Zone AO, use base flood depth) <b>42.1'</b>
B10. Indicate the source of the Base Flood Elevation (BFE) data or base flood depth entered in Item B9. <input checked="" type="checkbox"/> FIS Profile <input type="checkbox"/> FIRM <input type="checkbox"/> Community Determined <input type="checkbox"/> Other/Source: _____					
B11. Indicate elevation datum used for BFE in Item B9: <input type="checkbox"/> NGVD 1929 <input checked="" type="checkbox"/> NAVD 1988 <input type="checkbox"/> Other/Source: _____					
B12. Is the building located in a Coastal Barrier Resources System (CBRS) area or Otherwise Protected Area (OPA)? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Designation Date: <b>N/A</b> <input type="checkbox"/> CBRS <input type="checkbox"/> OPA					

SECTION C - BUILDING ELEVATION INFORMATION (SURVEY REQUIRED)	
C1. Building elevations are based on: <input type="checkbox"/> Construction Drawings* <input type="checkbox"/> Building Under Construction* <input checked="" type="checkbox"/> Finished Construction *A new Elevation Certificate will be required when construction of the building is complete.	
C2. Elevations - Zones A1-A30, AE, AH, A (with BFE), VE, V1-V30, V (with BFE), AR, AR/A, AR/AE, AR/A1-A30, AR/AH, AR/AO. Complete Items C2.a-h below according to the building diagram specified in Item A7. In Puerto Rico only, enter meters. Benchmark Utilized: <b>ODESSA RM 2</b> Vertical Datum: <b>NAVD 1988</b>	
Indicate elevation datum used for the elevations in items a) through h) below. <input type="checkbox"/> NGVD 1929 <input checked="" type="checkbox"/> NAVD 1988 <input type="checkbox"/> Other/Source: _____ Datum used for building elevations must be the same as that used for the BFE.	
Check the measurement used.	
a) Top of bottom floor (including basement, crawlspace, or enclosure floor)	<b>45.35</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
b) Top of the next higher floor	<b>56.78</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
c) Bottom of the lowest horizontal structural member (V Zones only)	<b>N/A</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
d) Attached garage (top of slab)	<b>44.90</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
e) Lowest elevation of machinery or equipment servicing the building (Describe type of equipment and location in Comments)	<b>44.98</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
f) Lowest adjacent (finished) grade next to building (LAG)	<b>44.3</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
g) Highest adjacent (finished) grade next to building (HAG)	<b>45.0</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters
h) Lowest adjacent grade at lowest elevation of deck or stairs, including structural support	<b>N/A</b> <input checked="" type="checkbox"/> feet <input type="checkbox"/> meters

SECTION D - SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION		
This certification is to be signed and sealed by a land surveyor, engineer, or architect authorized by law to certify elevation information. I certify that the information on this Certificate represents my best efforts to interpret the data available. I understand that any false statement may be punishable by fine or imprisonment under 18 U.S. Code, Section 1001.		
<input checked="" type="checkbox"/> Check here if comments are provided on back of form.    Were latitude and longitude in Section A provided by a licensed land surveyor? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Check here if attachments.		
Certifier's Name <b>GEORGE A. SHIMP III</b>	Job Number <b>060561-F</b>	License Number <b>6137</b>
Title <b>VICE PRESIDENT</b>	Company Name <b>GEORGE A. SHIMP II &amp; ASSOCIATES, INC.</b>	
Address <b>3301 DeSOTO BLVD., SUITE D</b>	City <b>PALM HARBOR</b>	State <b>FL</b> ZIP Code <b>34683</b>
Signature <i>George A. Shimp III</i>	Date <b>3-7-2014</b>	Telephone <b>727-784-5496</b>



<b>IMPORTANT: In these spaces, copy the corresponding information from Section A.</b>		<b>FOR INSURANCE COMPANY USE</b>	
Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 18831 JIRETZ ROAD		Policy Number:	
City ODESSA	State FL	ZIP Code 33556	Company NAIC Number:

**SECTION D – SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION (CONTINUED)**

Copy both sides of this Elevation Certificate for (1) community official, (2) insurance agent/company, and (3) building owner.

Comments B10.) BASE FLOOD ELEVATION (BASED ON FIS PROFILE) WAS PROVIDED BY HILLSBOROUGH COUNTY  
C2.e) AIR CONDITIONER ON CONCRETE PAD

*George A. ... III*  
Signature \_\_\_\_\_ Date 3-7-2014

**SECTION E – BUILDING ELEVATION INFORMATION (SURVEY NOT REQUIRED) FOR ZONE AO AND ZONE A (WITHOUT BFE)**

For Zones AO and A (without BFE), complete items E1–E5. If the Certificate is intended to support a LOMA or LOMR-F request, complete Sections A, B, and C. For items E1–E4, use natural grade, if available. Check the measurement used. In Puerto Rico only, enter meters.

- E1. Provide elevation information for the following and check the appropriate boxes to show whether the elevation is above or below the highest adjacent grade (HAG) and the lowest adjacent grade (LAG).
  - a) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the HAG.
  - b) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the LAG.
- E2. For Building Diagrams 6–9 with permanent flood openings provided in Section A Items 8 and/or 9 (see pages 8–9 of Instructions), the next higher floor (elevation C2.b in the diagrams) of the building is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E3. Attached garage (top of slab) is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E4. Top of platform of machinery and/or equipment servicing the building is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E5. Zone AO only: If no flood depth number is available, is the top of the bottom floor elevated in accordance with the community's floodplain management ordinance?  Yes  No  Unknown. The local official must certify this information in Section G.

**SECTION F – PROPERTY OWNER (OR OWNER'S REPRESENTATIVE) CERTIFICATION**

The property owner or owner's authorized representative who completes Sections A, B, and E for Zone A (without a FEMA-issued or community-issued BFE) or Zone AO must sign here. The statements in Sections A, B, and E are correct to the best of my knowledge.

Property Owner's or Owner's Authorized Representative's Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_ Telephone \_\_\_\_\_

Comments \_\_\_\_\_

Check here if attachments.

**SECTION G – COMMUNITY INFORMATION (OPTIONAL)**

The local official who is authorized by law or ordinance to administer the community's floodplain management ordinance can complete Sections A, B, C (or E), and G of this Elevation Certificate. Complete the applicable item(s) and sign below. Check the measurement used in items G8–G10. In Puerto Rico only, enter meters.

- G1.  The information in Section C was taken from other documentation that has been signed and sealed by a licensed surveyor, engineer, or architect who is authorized by law to certify elevation information. (Indicate the source and date of the elevation data in the Comments area below.)
- G2.  A community official completed Section E for a building located in Zone A (without a FEMA-issued or community-issued BFE) or Zone AO.
- G3.  The following information (Items G4–G10) is provided for community floodplain management purposes.

G4. Permit Number	G5. Date Permit Issued	G6. Date Certificate Of Compliance/Occupancy Issued
-------------------	------------------------	---

- G7. This permit has been issued for:  New Construction  Substantial Improvement
- G8. Elevation of as-built lowest floor (including basement) of the building: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G9. BFE or (in Zone AO) depth of flooding at the building site: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G10. Community's design flood elevation: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_

Local Official's Name \_\_\_\_\_ Title \_\_\_\_\_

Community Name \_\_\_\_\_ Telephone \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Comments \_\_\_\_\_

Check here if attachments.

# Building Photographs

See Instructions for Item A6.

**IMPORTANT: In these spaces, copy the corresponding information from Section A.**

**FOR INSURANCE COMPANY USE**

Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No.  
18831 JIRETZ ROAD

Policy Number:

City ODESSA

State FL ZIP Code 33556

Company NAIC Number:

If using the Elevation Certificate to obtain NFIP flood insurance, affix at least 2 building photographs below according to the instructions for Item A6. Identify all photographs with date taken; "Front View" and "Rear View"; and, if required, "Right Side View" and "Left Side View." When applicable, photographs must show the foundation with representative examples of the flood openings or vents, as indicated in Section A8. If submitting more photographs than will fit on this page, use the Continuation Page.



**FRONT VIEW**

Picture taken on: 3-7-2014

# ELEVATION CERTIFICATE

Important: Read the instructions on pages 1-9.

OMB No. 1660-0008  
 Expiration Date: July 31, 2015

## SECTION A - PROPERTY INFORMATION

FOR INSURANCE COMPANY USE

A1. Building Owner's Name GL HOMES

Policy Number

A2. Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No.  
15822 AMBER FALLS DR

Company NAIC Number

City WIMAUMA

State FL

ZIP Code 33598

A3. Property Description (Lot and Block Numbers, Tax Parcel Number, Legal Description, etc.)  
LOT 78, VALENCIA LAKES TRACT H PHASE 1

SFRL67933

A4. Building Use (e.g., Residential, Non-Residential, Addition, Accessory, etc.) RESIDENTIAL

A5. Latitude/Longitude: Lat. 27°44'17.07"N Long. 82°19'14.70"W

Horizontal Datum:  NAD 1927  NAD 1983

A6. Attach at least 2 photographs of the building if the Certificate is being used to obtain flood insurance.

A7. Building Diagram Number 1A

A8. For a building with a crawlspace or enclosure(s):

A9. For a building with an attached garage:

- a) Square footage of crawlspace or enclosure(s) N/A sq ft
- b) Number of permanent flood openings in the crawlspace or enclosure(s) within 1.0 foot above adjacent grade N/A
- c) Total net area of flood openings in A8.b N/A sq in
- d) Engineered flood openings?  Yes  No

- a) Square footage of attached garage 410 sq ft
- b) Number of permanent flood openings in the attached garage within 1.0 foot above adjacent grade 0
- c) Total net area of flood openings in A9.b 0 sq in
- d) Engineered flood openings?  Yes  No

## SECTION B - FLOOD INSURANCE RATE MAP (FIRM) INFORMATION

B1. NFIP Community Name & Community Number  
HILLSBOROUGH 120112

B2. County Name  
HILLSBOROUGH

B3. State  
FLORIDA

B4. Map/Panel Number  
12057C0680

B5. Suffix  
H

B6. FIRM Index Date  
9/27/13

B7. FIRM Panel Effective/Revised Date  
8/28/08

B8. Flood Zone(s)  
AE

B9. Base Flood Elevation(s) (Zone AO, use base flood depth)  
67'

B10. Indicate the source of the Base Flood Elevation (BFE) data or base flood depth entered in Item B9.

- FIS Profile  FIRM  Community Determined  Other/Source: \_\_\_\_\_

B11. Indicate elevation datum used for BFE in Item B9:  NGVD 1929  NAVD 1988  Other/Source: \_\_\_\_\_

B12. Is the building located in a Coastal Barrier Resources System (CBRS) area or Otherwise Protected Area (OPA)?  Yes  No  
 Designation Date: N/A  CBRS  OPA

## SECTION C - BUILDING ELEVATION INFORMATION (SURVEY REQUIRED)

C1. Building elevations are based on:  Construction Drawings\*  Building Under Construction\*  Finished Construction

\*A new Elevation Certificate will be required when construction of the building is complete.

C2. Elevations - Zones A1-A30, AE, AH, A (with BFE), VE, V1-V30, V (with BFE), AR, AR/A, AR/AE, AR/A1-A30, AR/AH, AR/AO. Complete Items C2.a-h below according to the building diagram specified in Item A7. In Puerto Rico only, enter meters.

Benchmark Utilized: VC254

Vertical Datum: NAVD 1988

Indicate elevation datum used for the elevations in items a) through h) below.  NGVD 1929  NAVD 1988  Other/Source: \_\_\_\_\_

Datum used for building elevations must be the same as that used for the BFE.

Check the measurement used.

- a) Top of bottom floor (including basement, crawlspace, or enclosure floor) 70.93  feet  meters
- b) Top of the next higher floor N/A  feet  meters
- c) Bottom of the lowest horizontal structural member (V Zones only) N/A  feet  meters
- d) Attached garage (top of slab) 70.39  feet  meters
- e) Lowest elevation of machinery or equipment servicing the building (Describe type of equipment and location in Comments) 70.31  feet  meters
- f) Lowest adjacent (finished) grade next to building (LAG) 69.7  feet  meters
- g) Highest adjacent (finished) grade next to building (HAG) 69.9  feet  meters
- h) Lowest adjacent grade at lowest elevation of deck or stairs, including structural support N/A  feet  meters

## SECTION D - SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION

This certification is to be signed and sealed by a land surveyor, engineer, or architect authorized by law to certify elevation information. I certify that the information on this Certificate represents my best efforts to interpret the data available. I understand that any false statement may be punishable by fine or imprisonment under 18 U.S. Code, Section 1001.

- Check here if comments are provided on back of form. Were latitude and longitude in Section A provided by a licensed land surveyor?  Yes  No
- Check here if attachments.

Certifier's Name JOHN R BEACH

License Number 2984

Title P.L.S.

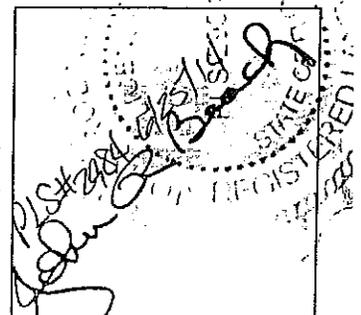
Company Name JOHN R. BEACH & ASSOCIATES, INC.

Address 911 ST. PETERSBURG DR W City OLDSMAR

State FL ZIP Code 34677

Signature John R Beach Date 06/25/2014

Telephone 813-854-1276



<b>IMPORTANT: In these spaces, copy the corresponding information from Section A.</b>			<b>FOR INSURANCE COMPANY USE</b>	
Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 15822 AMBER FALLS DR			Policy Number:	
City WIMAUMA	State FL	ZIP Code 33598	Company NAIC Number:	

**SECTION D – SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION (CONTINUED)**

Copy both sides of this Elevation Certificate for (1) community official, (2) insurance agent/company, and (3) building owner.

Comments C2(e) = A/C ELEV

Signature John R Beach Date 06/25/2014

**SECTION E – BUILDING ELEVATION INFORMATION (SURVEY NOT REQUIRED) FOR ZONE AO AND ZONE A (WITHOUT BFE)**

For Zones AO and A (without BFE), complete Items E1–E5. If the Certificate is intended to support a LOMA or LOMR-F request, complete Sections A, B, and C. For Items E1–E4, use natural grade, if available. Check the measurement used. In Puerto Rico only, enter meters.

- E1. Provide elevation information for the following and check the appropriate boxes to show whether the elevation is above or below the highest adjacent grade (HAG) and the lowest adjacent grade (LAG).
  - a) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the HAG.
  - b) Top of bottom floor (including basement, crawlspace, or enclosure) is \_\_\_\_\_  feet  meters  above or  below the LAG.
- E2. For Building Diagrams 6–9 with permanent flood openings provided in Section A Items 8 and/or 9 (see pages 8–9 of Instructions), the next higher floor (elevation C2.b in the diagrams) of the building is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E3. Attached garage (top of slab) is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E4. Top of platform of machinery and/or equipment servicing the building is \_\_\_\_\_  feet  meters  above or  below the HAG.
- E5. Zone AO only: If no flood depth number is available, is the top of the bottom floor elevated in accordance with the community's floodplain management ordinance?  Yes  No  Unknown. The local official must certify this information in Section G.

**SECTION F – PROPERTY OWNER (OR OWNER'S REPRESENTATIVE) CERTIFICATION**

The property owner or owner's authorized representative who completes Sections A, B, and E for Zone A (without a FEMA-issued or community-issued BFE) or Zone AO must sign here. The statements in Sections A, B, and E are correct to the best of my knowledge.

Property Owner's or Owner's Authorized Representative's Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_ Telephone \_\_\_\_\_

Comments \_\_\_\_\_

Check here if attachments.

**SECTION G – COMMUNITY INFORMATION (OPTIONAL)**

The local official who is authorized by law or ordinance to administer the community's floodplain management ordinance can complete Sections A, B, C (or E), and G of this Elevation Certificate. Complete the applicable item(s) and sign below. Check the measurement used in Items G8–G10. In Puerto Rico only, enter meters.

- G1.  The information in Section C was taken from other documentation that has been signed and sealed by a licensed surveyor, engineer, or architect who is authorized by law to certify elevation information. (Indicate the source and date of the elevation data in the Comments area below.)
- G2.  A community official completed Section E for a building located in Zone A (without a FEMA-issued or community-issued BFE) or Zone AO.
- G3.  The following information (Items G4–G10) is provided for community floodplain management purposes.

G4. Permit Number	G5. Date Permit Issued	G6. Date Certificate Of Compliance/Occupancy Issued
-------------------	------------------------	---

- G7. This permit has been issued for:  New Construction  Substantial Improvement
- G8. Elevation of as-built lowest floor (including basement) of the building: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G9. BFE or (in Zone AO) depth of flooding at the building site: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_
- G10. Community's design flood elevation: \_\_\_\_\_  feet  meters Datum \_\_\_\_\_

Local Official's Name \_\_\_\_\_ Title \_\_\_\_\_

Community Name \_\_\_\_\_ Telephone \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Comments \_\_\_\_\_

Check here if attachments.

# Building Photographs

Continuation Page

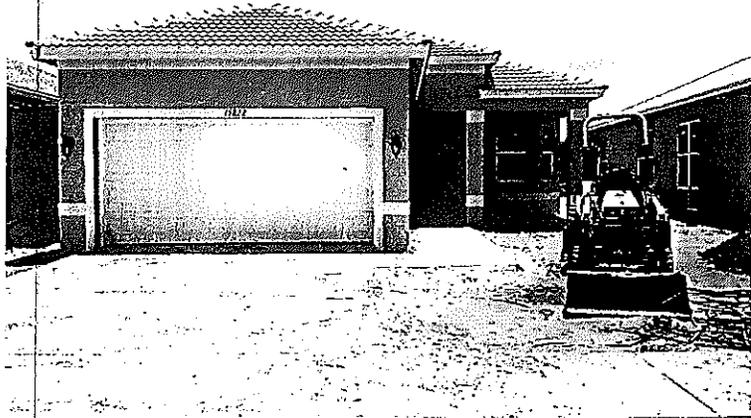
**IMPORTANT:** In these spaces, copy the corresponding information from Section A.

Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 15822 AMBER FALLS DR			FOR INSURANCE COMPANY USE
City WIMAUMA State FL ZIP Code 33598			Policy Number:
			Company NAIC Number:
If submitting more photographs than will fit on the preceding page, affix the additional photographs below. Identify all photographs with: date taken; "Front View" and "Rear View"; and, if required, "Right Side View" and "Left Side View." When applicable, photographs must show the foundation with representative examples of the flood openings or vents, as indicated in Section A8.			

ALL PICTURES TAKEN ON 6/23/2014

SFR67933

LOT 78, FRONT



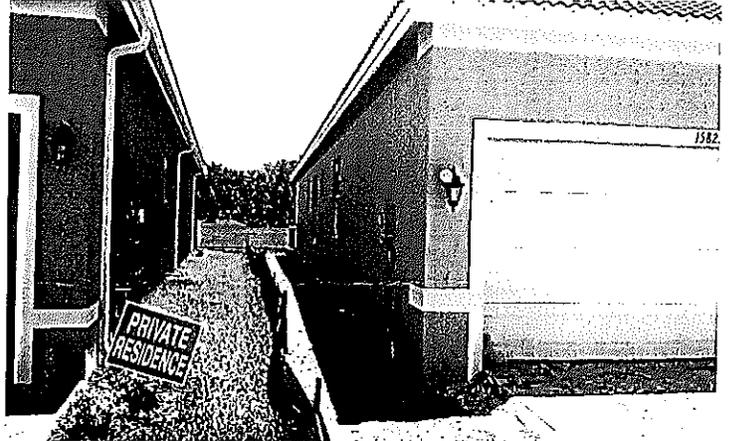
LOT 78, REAR



LOT 78, SIDE



LOT 78, SIDE



Activity 320  
Map Information



**Public Works**

**Board of County  
Commissioners**

Kevin Beckner  
Victor D. Crist  
Ken Hagan  
Al Higginbotham  
Lesley "Les" Miller Jr.  
Sandra L. Murman  
Mark Sharpe

**County Administrator**  
Michael S. Merrill

**County Administrator  
Executive Team**  
Lucia Garsys  
Carl S. Harness  
Gregory S. Horwedel  
Liana Lopez  
Bonnie Wise

**County Internal Auditor**  
Michelle Leonhardt

**County Attorney**  
Chip Fletcher

---

**Public Works**  
PO Box 1110  
Tampa, FL 33601-1110  
Phone: (813) 272-5912  
Fax: (813) 272-5811

ACTIVITY 320

September 2, 2014

**SAMPLE LETTER**

Builders Association of Greater Tampa  
2918 W. Kennedy Blvd., #201  
Tampa, FL 33609

SUBJECT: Flood-Zone Determination Assistance

Dear Colleague:

It's the time of the year to request your assistance as a partner working with the National Flood Insurance Program (NFIP). You may recall, as a part of the County's participation with the NFIP, a request is made of you to help in providing information to residents and businesses regarding the assistance provided in identifying flood-hazard information. With respect to this service, your assistance is requested in maintaining the community's good standing with the NFIP by distributing the information below (or that is attached) to your membership.

As a community in good standing with the NFIP, citizens of unincorporated Hillsborough County are eligible for reduced Federal flood-insurance rates. As a part of our continued participation with the NFIP Community Rating System, the County must notify lenders, insurance agents, and real estate agents of the map determination service that is provided to the community. Your assistance in publishing either the shorter newsletter-insert provided below or the more detailed attached sample article. If you are able to assist, please forward a copy of your newsletter containing the announcement or article so that it may be included as verification along with other documentation sent to FEMA with respect to the County's participation with the NFIP.

Short message for a newsletter

---

Hillsborough County Assistance with Flood-map Determinations

Hillsborough County is a qualifying community under the Federal Emergency Management Agency's National Flood Insurance Program Community Rating System, giving residents the ability to obtain Federal flood insurance. For more information, including updated Hillsborough County flood maps, visit HillsboroughCounty.org and under the heading "Services", select Flood Maps. You also may call 813-307-4441.

Post Office Box 1110 • Tampa, Florida 33601

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

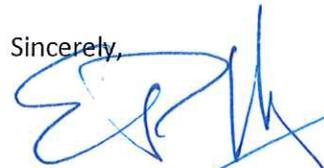
*An Affirmative Action/Equal Opportunity Employer*

Hillsborough County National Flood Insurance Program Participation  
Flood-Zone Determination Assistance  
September 2, 2014; Page 2 of 2

Additionally, part of the program is to partner with you in order to reach your organization and membership through providing a sample newsletter article. Your assistance in having this information provided to your membership is greatly appreciated.

Thank-you again, for your consideration and help with informing our community.

Sincerely,



Eugene P. Henry, AICP, CFM, Hazard Mitigation Manager  
Technical Services Division, Public Works Department  
Post Office Box 1110, 22nd Floor  
Tampa, Florida 33601

Email: [Henrye@HillsboroughCounty.org](mailto:Henrye@HillsboroughCounty.org)

Attachment

x. James Hudock, Director, Public Works Department, Technical Services Division

North Tampa Chamber of Commerce  
P.O Box 82043  
Tampa, FL 33682

Greater Tampa Chamber of Commerce  
201 North Franklin Street, Suite 201  
Tampa, FL 33602

Tampa Bay Builders Association (TBBA)  
1210 Millennium Parkway  
Suite 1051  
Brandon, FL 33511

Greater Brandon Chamber of Commerce  
330 Paul's Drive, Suite 100  
Brandon, FL 33511

Town n' Country, Florida Chamber of Commerce  
75 Paula Drive, Suite 105  
Tampa, FL 33615

Greater Tampa Association of Realtors  
2918 West Kennedy Boulevard  
Tampa, FL 33609

SouthShore Chamber of Commerce  
137 Harbor Village Lane  
Apollo Beach, FL 33570

Greater Riverview Chamber of Commerce  
10012 Water Works Lane  
Riverview, FL 33578

Insurance Advisory Group  
1111 N. Westshore Boulevard, Suite 208  
Tampa, FL 33607

### Working with the community to keep our streets bright

At Tampa Electric, we're working with our customers and the community to help ensure malfunctioning lights are working again as quickly as possible. How can you help? Simple.

If you see a malfunctioning streetlight:

- Write down the light ID tag number from the light pole or write down the nearest street address or intersection to the light.
- Complete the convenient streetlight outage form on [tampaelectric.com](http://tampaelectric.com).
- Or call 813-223-0800 (in Hillsborough County), 863-289-0800 (in Polk County) or 1-888-223-0800 (outside of Hillsborough or Polk counties).

When you report a malfunctioning streetlight, it is important that you provide the location of the streetlight so that technicians are sent to the correct location, and that you provide your contact information so that we may acknowledge your request.

By working together, we can all help keep our streets bright.



LIFE RUNS ON ENERGY® TAMPA ELECTRIC

### Save energy and money this summer

- Set your thermostat to 78 degrees Fahrenheit or higher; every degree below 78 degrees will increase the air conditioner portion of your bill by 8 percent to 8 percent.
- Check or replace air conditioning filters monthly.
- Turn off your air conditioning unit when away from the house for four hours or longer, or set it to 85 degrees or higher.
- Have your air conditioning & heating systems inspected and serviced once a year.
- Use ceiling fans in occupied rooms only.
- Shade windows or install reflective material to windows.
- Make sure your attic is properly insulated.
- Limit running pool pumps to eight hours per day.
- Visit [tampaelectric.com/save](http://tampaelectric.com/save) for more!

LIFE RUNS ON ENERGY® TAMPA ELECTRIC



282-348 450M MAY2014 FL

# Open Lines

NEWS & INFO FOR TAMPA ELECTRIC CUSTOMERS

LIFE RUNS ON ENERGY® TAMPA ELECTRIC

Inside: Our restoration plan • LEGOLAND goes green

Issue 306

## You have the power to be prepared for hurricane season

While hurricane season always brings uncertainty, we at least have the power to prepare for it. Tampa Electric's commitment to you includes more than working year-round to harden our system by replacing poles and trimming trees using methods that protect the trees' health. We're also making upgrades to our website and automated phone system to better serve our customers when they need us most.

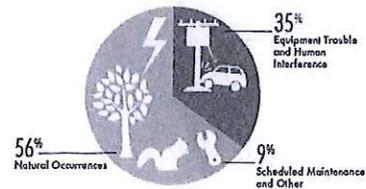
If the power goes out, you want information. Power Updates<sup>SM</sup> can give you that. When you sign up for free at [tampaelectric.com/outages](http://tampaelectric.com/outages), you can let us know how you'd like us to contact you. You can receive texts\*, emails, and/or phone calls regarding your service and other important information. As Tampa Electric crews work safely at all hours to restore electric service, we'll keep you informed.

Another resource for you is at [tampaelectric.com/outagemap](http://tampaelectric.com/outagemap). Our Outage Map self-updates every 10 minutes to show you the size and location of outages. And if the map doesn't show your outage yet, we

Help us help you by verifying or updating the phone numbers we have on file for your account. You can do this at [tampaelectric.com](http://tampaelectric.com) or by calling us at the number for your area on page 3. If we don't have

your phone number, we'll need your Tampa Electric account number, so keep that handy. As we dedicate ourselves to doing our best to serve you this hurricane season and all year long, please use the resources we offer to help you manage the uncertainties that hurricane season can bring.

### WHY DOES MY POWER GO OUT?



want to know about it. We offer three convenient ways to report an outage:

- Call 1-877-588-1010
- Go to: [tampaelectric.com/outages](http://tampaelectric.com/outages)
- Text **OUT** to 35069

You can also follow us on Twitter and Facebook for restoration updates during major storms.

\*Power Updates is a free service from Tampa Electric. Message and data rates may apply. Message frequency based on customer requests for updates. Text STOP to 35069 to cancel. Text HELP to 35069 for help. Visit [tampaelectric.com/outages](http://tampaelectric.com/outages) to review terms and conditions.

» Learn More «  
[tampaelectric.com/outages](http://tampaelectric.com/outages)

## Our storm plan

To prepare for hurricane season – which runs from June 1 to Nov. 30 – we follow a 10-point storm-hardening project developed by Florida's investor-owned electric utilities in conjunction with the Florida Public Service Commission.

Our power restoration work in the community begins when it's safe for our crews to be outside (typically when winds are less than 40 mph) and focuses first on facilities critical to public health and safety. We then work to get the power back on for the most customers in the least amount of time. If a widespread outage requires additional help, Tampa Electric's membership in the Southeastern Electric Exchange provides support from other utilities. In turn, we will send crews to help restore power for other communities in need.

At [tampaelectric.com/safety](http://tampaelectric.com/safety), click on the *Storm Safety* link to get to a brief video about how we restore power with a focus on you and the entire community.

## Important hurricane season guidance

- **Stay away from downed power lines and avoid floodwaters.** Always assume that a downed power line is energized, and move away to safety. Floodwaters can hide energized power lines or other hazards, or put you at risk of drowning.

- **Caution: Use portable generators safely.** DO NOT connect your portable generator to your home's circuits. Plug your appliances directly into the generator. Connecting your generator to your home's circuits may cause power to flow to outside lines, posing life-threatening danger to power restoration crews. Also, portable generators must NOT be operated near air conditioning ducts or in residences or any enclosed space (including a closed garage) where deadly carbon monoxide gases could build up.

- **Update your primary phone number at [tampaelectric.com](http://tampaelectric.com).** Our automated power outage system, which you can access at 1-877-588-1010, identifies an outage at your residence or business by recognizing your phone number or Tampa Electric account number and matching it to the address we

have on record for that number. Your primary number is the phone number most frequently associated with your home or business service address, and it must be updated with us for the system to benefit you.

- **Help for special needs customers.** Counties provide shelter programs for those requiring special medical care. Special needs shelters are available for people requiring more skilled medical care than is available in a public shelter but not requiring an acute care facility, such as a hospital. To register for this kind of shelter care, please call the special needs registry in your area. Hillsborough: 813-307-8063; Polk: 863-534-5600; Pasco: 727-847-8137; and Pinellas: 727-464-3800.

- **Determine your flood zone status.** At [hillsboroughcounty.org](http://hillsboroughcounty.org), click *I-Z Departments, Public Works*, and then *Natural Hazard Planning* to see if you live in an area expected to experience heavy flooding in the event of severe weather.

[tampaelectric.com/safety](http://tampaelectric.com/safety)

## Here comes the sun – and we're ready

Put all the pieces together and you'll see how Tampa Electric's new solar panel array at LEGOLAND® is a big win for the community. The 30,000-watt solar photovoltaic (PV) system we installed atop LEGOLAND'S Imagination Zone can generate enough electricity from the sun to power three average-sized homes and offset about 40 tons of carbon dioxide per year – equivalent to planting more than nine acres of trees.

Later this summer, LEGOLAND will unveil a large interactive globe made entirely of Legos. Located right outside the Imagination Zone, electricity from additional solar panels will power the globe's rotation, showing visitors of all ages how solar energy is created, how clouds and the angle of the sun impact generation and how electricity is transported from a solar array to a home or business. The interactive display will complement the existing energy lab located inside the Imagination Zone, where visitors learn

about all forms of energy.

Tampa Electric's Renewable Energy program makes this possible. Visit [tampaelectric.com/renewable](http://tampaelectric.com/renewable) to find out more about what we're doing in the community. And see what Renewable Energy can do for you, whether that means a rebate for installing solar panels on your home, a subscription to energy generated from sources like the sun – conveniently added to your electric bill – or a one-time purchase for an event.



For Earth Day 2014, LEGOLAND was the first theme park in the U.S.

to power all of its operations with electricity generated from renewable energy. By going green this Earth Day, the park lightened its footprint by offsetting 24 tons of carbon dioxide. This is like removing three cars from the road for one year!

Imagine what a difference you too can make when you partner with us to realize the benefits of energy from sources like the sun.

## WELLNESS TIP

Protect yourself from the sun with UVA and UVB sunscreen with a sun protective factor (SPF) of 30 or higher, and try to stay in the shade from 10 a.m. to 4 p.m. For more information, visit the American Academy of Dermatology online at [aad.org](http://aad.org).

Search for job openings at [tampaelectric.com/careers](http://tampaelectric.com/careers). We're ready to serve you:

Remember, you can handle many account-related needs at [tampaelectric.com](http://tampaelectric.com), including bill payment, changing your mailing address and turning your service on or off.

Our Customer Care hours are 7:30 a.m. to 6 p.m. Monday through Friday. Please use the phone number below that serves your county:

**Customer Care:**  
Hillsborough: 813-223-0800  
Polk: 863-299-0600  
Others: 1-888-223-0800  
Toll Free

**Power Outages:** 1-877-588-1010  
Toll Free

Open Lines also is available at [tampaelectric.com](http://tampaelectric.com). Tampa Electric is an Equal Opportunity Company. All rights reserved.

*Activity 320*

## Her dog days are good days

Abandoned, abused and displaced dogs have a refuge at the home of **Sue Brown**, a power trader with



Tampa Electric's Wholesale Marketing & Sales team. Brown volunteers with Dogma, a nonprofit organization that finds foster homes for dogs

until they go to new owners.

When she places dogs in permanent homes, Brown looks for potential owners who are elderly, in recovery, alone or who could otherwise benefit from the dogs as therapy. The spayed, neutered, heartworm-tested and vaccinated dogs that Dogma works with receive microchips to help ensure their continued safety.

"When 60 percent of dogs that enter typical animal shelters are euthanized, there's a great need for ways to help them," Brown said. "That they're often able to provide effective therapy is just one reason why it's so rewarding to see them placed in their forever homes."

ACTIVITY 324

## COMMUNITY

### The 2013 Florida Strawberry Festival

"Our Masterpiece of Fun" is the theme for the 78th annual Florida Strawberry Festival, Feb. 28-March 10 in Plant City. For details on ticket prices, special days and discounts, ride specials and event schedules and to review the 2013 star-studded headline entertainment lineup, visit [flstrawberryfestival.com](http://flstrawberryfestival.com) or call **813-752-9194**. Discount admission tickets are \$8 for adults and \$4 for children ages 6-12. Children ages five and under are admitted free with paid adult admission. Gate admission tickets, as well as headline entertainment tickets, can be purchased by calling **813-754-1996**.

### Hillsborough County flood maps

Hillsborough County residents and businesses can easily find out if their property is in the Special Flood Hazard Area by checking the county's website at [hillsboroughcounty.org](http://hillsboroughcounty.org) (click *A-Z Index* and then *Flood Maps*). Additional information on flood insurance rate maps, flood protection, special rules and flood insurance is also available on the National Hazard Planning section of the website. To speak to someone, call **813-307-4441** to

reach the county's Building Services agency, which has copies of Federal Emergency Management Agency elevation certificates for all buildings constructed in Special Flood Hazard Areas since 1992.

### Free tax preparation

If you earned \$57,000 or less in 2012, you're eligible for free tax preparation and filing through United Way Suncoast and its partners in the Prosperity Campaign. Trained volunteers at multiple Hillsborough County locations will make sure you get the credits you deserve and e-file your taxes for free. Or do your taxes yourself with free software at [myfreetaxes.com/tampa](http://myfreetaxes.com/tampa). Call **2-1-1** for the location nearest you or visit [unitedwaysuncoast.org/freetaxhelp](http://unitedwaysuncoast.org/freetaxhelp) for locations and details.

### Manatee Viewing Center

Your free, family-friendly destination for natural-Florida fun is waiting in Apollo Beach through April 15. Immerse yourself in Florida's natural habitat, learn all about manatees, stop for a snack and much more. Visit [tampaelectric.com/manatee](http://tampaelectric.com/manatee) or call **813-228-4289**.

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## A few ways we're focused on serving you

Your community is our community. It's where we live and work, bringing you reliable electricity generated in environmentally responsible ways. It's where many of us have grown up and the area we, like you, want to see become a better place. That's why the men and women of Tampa Electric focus daily on bringing their best to the community.

In 2013, we're committed to maintaining our customer service momentum from 2012. Here are highlights of last year's effort and a peek at things to come:

- In 2012, we provided 99.9 percent reliability to customers.
- We successfully handled 5.2 million customer requests.
- Our company team members volunteered 11,000 hours in the community.
- We paid \$12.5 million in rebates to help customers install electric energy-efficiency measures and we



Tampa Electric team members - seen here at Metropolitan Ministries in Tampa on Dec. 20 - volunteer to help those in need across the Tampa Bay community through the Salvation Army, United Way, Hope Children's Home and many other organizations.

contributed more than \$1 million to help customers install solar technology. As part of our ongoing effort to bring solar power to local schools that double as emergency shelters, we just unveiled our newest 10-kilowatt photovoltaic installation at Lawton Chiles Elementary School in Tampa.

• We helped customers save energy and money through more than 8,000 free home energy audits - sign up for

yourself at [tampaelectric.com](http://tampaelectric.com).

- We maintained more than 200,000 streetlights. In 2013, in partnership with the city of Tampa, we'll install 8,400 new streetlights.
- As a Tree Line USA utility, we used pruning methods that protect the health of trees when we trimmed more than 1,900 miles of growth near electric infrastructure for reliability.
- We welcomed nearly 200,000 visitors to our free Manatee Viewing Center, which you can visit through April 15.

Across a broad spectrum of activities, we're working to do more in 2013 for customers like you. Visit our Power Blog on [tampaelectric.com](http://tampaelectric.com) and let us know what we're doing right - and how we can serve you better.

» Learn More «  
[tampaelectricblog.com](http://tampaelectricblog.com)

ACTIVITY  
324

## Rising costs and sluggish growth cause Tampa Electric to seek rate increase for 2014

If approved, residential bills would remain 5 percent below national average and among lowest in state.

Due to increased costs and sluggish growth, Tampa Electric has notified the Florida Public Service Commission (PSC) that it intends to file a request to raise residential rates by about 10 percent in January 2014.

Tampa Electric is seeking about \$135 million, or an increase of about \$11 a month – or 35 cents a day – for the average residential customer who uses 1,000 kilowatt-hours a month.

Tampa Electric last requested a rate increase in 2008. Since then, we have improved reliability: For the past five years, Tampa Electric's customers have had the fewest – and among the shortest – interruptions among Florida's investor-owned utilities.

Tampa Electric will file its proposed rate increase with the PSC in April. The PSC is expected to hold hearings and to vote on the issue by the end of the year. The new rates would take effect in 2014.

>> Learn More <<  
tampaelectric.com/rates

## The power of education

Tampa Electric's commitment to education involves helping students of all ages succeed. Through the Great American Teach-In, the Career & College Fest and Junior Achievement programs that teach young people professional skills, our team members donate countless hours annually to share their knowledge with students.

Throughout the year, Tampa Electric proudly partners with Hillsborough County Public Schools and the Hillsborough Education Foundation for their Career and Technical Education Initiatives. By getting the word out about learning opportunities, we're helping dedicated people develop new skills with which to earn a living. Some of these people bring their knowledge to Tampa Electric to serve you in roles that range from information technology to engineering and beyond.

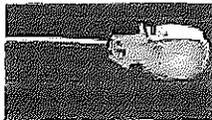
Learn more about our belief in the power of education at [tampaelectricblog.com](http://tampaelectricblog.com). For more on how career and technical education programs can help you build your future, visit [sdhc.k12.fl.us/otae](http://sdhc.k12.fl.us/otae).

## Help us serve you better

To report a power outage, call our toll-free automated system at 1-877-508-1010. You can benefit from the system most by updating your primary phone numbers at [tampaelectric.com](http://tampaelectric.com). The system recognizes your numbers that we have on file and matches them to your address when you call, helping us locate outages quickly.

## See a streetlight out? Let us know!

If you see a streetlight that isn't working, send us the ID number listed on the light's pole – or the light's street location – in a form you can find at [tampaelectric.com](http://tampaelectric.com). (No ID number means Tampa Electric may not own or maintain the light.) You also may notify us by calling the Customer Care phone number for your area on page 3.



## FWC, Florida Aquarium and Tampa Electric break ground on new environmental facility

On Jan. 10, Tampa Electric team members joined leaders from the Florida Aquarium and the Florida Fish and Wildlife Conservation Commission (FWC) to break ground on a facility

with the potential to invigorate environmental stewardship in West Central Florida.

The park, which will be free to the public, will include an energy technology center, a center for conservation,

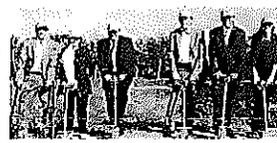
a fish hatchery, an educational facility, catch and release fishing programs, waterways for kayaking and more. It's the result of a unique partnership between public, private and nonprofit partners to bring together professionals, students and visitors interested in preserving Florida's unique and delicate ecosystem.

The facility is located on the site of a former palm tree farm south of

Tampa Electric's Manatee Viewing Center. While previous property owners disrupted the flow of water in the estuary, volunteers from Tampa Electric, Dowdell Middle Magnet

School, the Florida Aquarium and other organizations have donated their time to restoring the habitat to its natural form. On Jan. 10 alone, about 75 volunteers added 3,000

native plants to a propagation pond on the site that will treat wastewater from the future fish hatchery and serve as a source of salt marsh plants for other restoration projects around Tampa Bay. Their efforts helped lay the groundwork for a thriving example of what a commitment to environmental stewardship by people across the community can achieve.



At the Jan. 10 groundbreaking ceremony, from left to right are Hillsborough county commissioners Al Higginbotham and Sandy Muraw; Gordon Gillette, president of Tampa Electric and Peoples Gas; Thom Stork, president and CEO of the Florida Aquarium; FWC Chairman Kenneth Wiggin; and state Rep. Dana Young.

>> Learn More <<  
tampaelectricblog.com

## WELLNESS TIP

According to the Centers for Disease Control (CDC), flu season in the United States may peak in February. If you haven't had the flu and still need to get vaccinated, there may still be time. Visit the CDC online for important tips and guidance about how to beat the flu.

Source: [cdc.gov/flu/flu\\_season](http://cdc.gov/flu/flu_season)

Search for job openings at [tampaelectric.com/careers](http://tampaelectric.com/careers).

We're ready to serve you: Remember, you can handle many account-related needs at [tampaelectric.com](http://tampaelectric.com), including bill payment, changing your mailing address and tuning your service on or off.

Our Customer Care hours are 7:30 a.m. to 6 p.m. Monday through Friday. Please use the phone number below that serves your county:

Customer Care:  
Hillsborough: 813-223-0800  
Polk: 863-299-0900  
Others: 1-888-223-0800  
Toll Free

Power Outages: 1-877-588-1010  
Toll Free

Open Lines also available at [tampaelectric.com](http://tampaelectric.com). Tampa Electric is an Equal Opportunity Company. All rights reserved.

## Think Florida-Friendly when Landscaping

Whether you are an expert gardener or just getting started, you can help conserve water and protect the environment by implementing the nine principles of Florida-Friendly landscaping:

- 1) **Right Plant, Right Place:** Plants selected to suit a specific site will require minimal amounts of water, fertilizers and pesticides.
- 2) **Water Efficiently:** Irrigate only when your lawn needs water.
- 3) **Fertilize Appropriately:** Too much fertilizer can aggravate pest problems and plant disease, force excessive growth, and pollute the environment and drinking water sources.
- 4) **Maximize Mulch:** Maintain 2 to 3 inches of organic mulch over the roots of trees, shrubs and in plant beds to help retain soil moisture, prevent erosion and suppress weeds.
- 5) **Attract Wildlife:** Plants in your yard that provide food, water and shelter can help Florida's diverse wildlife thrive.
- 6) **Manage Yard Pests Responsibly:** Misuse of pesticides can harm people, pets, beneficial insects and organisms, and the environment.
- 7) **Recycle:** Compost and recycle grass clippings, leaves and yard trimmings to provide nutrients to the soil and reduce waste disposal.
- 8) **Reduce Stormwater Runoff:** Water running off your yard can carry pollutants that can harm water quality. Direct downspouts onto lawns or landscaped beds, make a rain barrel, and use materials like gravel and mulch for pathways.
- 9) **Protect the Waterfront:** Remove invasive exotic plants, plant native vegetation, and create a buffer zone at the shoreline where no chemicals are used.

For more information from the Hillsborough County Extension Service on Florida-Friendly landscaping and to find out about upcoming free workshops, visit [hillsborough\\_fyn.ifas.ufl.edu](http://hillsborough_fyn.ifas.ufl.edu).



## Convenient Ways to Pay Your Bill

The Hillsborough County Public Utilities Department understands that your time is a precious commodity. That's why we offer several options for paying water and wastewater bills in addition to mailing in your payment or stopping by one of our customer service centers. Save stamps and paper, too.

**Online** - view account information, make a credit card or ACH withdrawal payment, and set up automatic e-mail notification of your bill, by going to <https://iwr.hillsboroughcounty.org>. You can also opt for paperless billing.

**Recurring Bill Payment** - allows automatic withdrawal from your checking or savings account, or by credit card. Sign up by going to <https://iwr.hillsboroughcounty.org>.

**Pay-By-Phone** - use a credit card and pay 24 hours a day, seven days a week through the Automated Account Information system. Call 813-276-8526.

**Amscot** - pay your water/wastewater bill at any location in Florida. A \$1 fee is charged by Amscot. Payments made before 8 p.m. will be posted to your water/wastewater account the next business day. For Amscot locations, go to [www.amscot.com](http://www.amscot.com).

For more information about any of these options, call Customer Service at 813-272-6680.

**Water Restrictions Violations** - Payments for water restriction violations must be mailed in the envelope provided with the citation, or in person at our Northwest or South-Central Customer Service Centers. Please do not pay water restriction violations online or by phone.



### COMMUNICATOR

Published quarterly by the Public Utilities Department. For more information about programs, services and activities of Hillsborough County government, visit: [www.HillsboroughCounty.org](http://www.HillsboroughCounty.org)

#### BOARD OF COUNTY COMMISSIONERS

Kevin Beckner	Lesley "Les" Miller, Jr.
Victor D. Crist	Sandra L. Mumman
Ken Hagan	Mark Sharpe
Al Higginbotham	

Summer 2014



## COMMUNICATOR

Keeping You Informed About County Government

### Beware of "The Unflushables" To Flush or Not to Flush? That is the Question!

Wastewater collection systems are designed to take away used, dirty water from sinks, baths, showers, laundries and toilets. When you flush paper, plastic wastes and other items not easily shredded or dissolved, your Hillsborough County wastewater collection system can experience problems moving the wastewater to the treatment plant where it is cleaned and disinfected to protect public health and the environment.

"Unflushables" have the ability to clog not only the wastewater line on your property but also the County's wastewater pipes and pumps, which may cause an overflow from the collection system into homes, businesses, lakes, rivers and ponds.

How can you prevent sewer overflows? Easy! Don't flush these items, even if the label says "flushable":

- |                   |                             |                    |
|-------------------|-----------------------------|--------------------|
| • Baby wipes      | • Cotton balls/swabs        | • Medication       |
| • Bandages        | • Dental floss              | • Moist towelettes |
| • Cat litter      | • Diapers                   | • Paper towels     |
| • Cigarette butts | • Facial tissue             | • Personal wipes   |
| • Cleaning wipes  | • Fats, oils and grease     | • Plastic bags     |
| • Clothing        | • Feminine hygiene products | • Rags             |
| • Condoms         | • Incontinence pads         | • Razors           |

For more information on preventing sewer overflows, contact the Hillsborough County Public Utilities Department Pretreatment Team at 813-272-5977 or via email to [GotGrease@HillsboroughCounty.org](mailto:GotGrease@HillsboroughCounty.org). Find out about the program to collect and recycle residential cooking oil by visiting [HillsboroughCounty.org/CORE](http://HillsboroughCounty.org/CORE).

#### Inside:

- The Library Download
- Neighborhood Mini-Grants
- Start the Storm Season Safe
- Florida-Friendly Landscaping Tips

## The Library Download

Hillsborough County Public Libraries now offer free access to *Zinio* and *Hoopla*. These resources provide streaming and downloadable magazines, movies, audiobooks, TV shows and music albums for personal enrichment and entertainment.



*Zinio* offers hundreds of full-color, page-for-page digital magazines, always available to check out and download to a computer, tablet or smartphone with the free app. From the *American Craft* to *Yoga Journal*, the wide selection of current issues and back issues ensure there's always something to check out and flip through.

Using *Hoopla*, library card-holders can now borrow thousands of movies, television shows, music albums and audiobooks from major Hollywood studios, record companies and publishers.

Check out up to 10 items a month with *Hoopla*, and there's no limit to the amount of magazines you can use with *Zinio*. Free apps are available for both products, and you can get started at any Hillsborough County public library or at home with your library card at [www.hcplc.org](http://www.hcplc.org).



## Hillsborough Neighborhood Mini-Grants

Neighborhoods may now apply for mini-grants up

to \$2,500 to fund projects to improve their communities and increase civic involvement. Mini-grants are available to fund a variety of community projects in both unincorporated areas of the County and the cities of Plant City, Tampa, and Temple Terrace. Previous grant-funded projects include shrub and flower planting, subdivision entrance signs, playground equipment, neighborhood festivals, crime watch programs, websites, newsletters and education activities.

Hillsborough County's Office of Neighborhood Relations is accepting applications through 5 p.m. on Aug. 8. For more information, call 813-272-5860 or visit [www.HillsboroughCounty.org/ONR](http://www.HillsboroughCounty.org/ONR).

## Rebate Program is Flush with Savings for Replacement Fixtures

Install an ultra-low-flow toilet and you'll save water and money.

Hillsborough County offers a rebate program to replace older, high-volume toilets with new, ultra-low-flow models.

Prior to 1994, the plumbing code allowed the installation of toilets that flushed with 3.5 gallons or more. Since then, the plumbing code

specifies a maximum 1.6 gallon per flush standard. Family water use varies, but by making this change, the average household could save 20,000 gallons of water per year. This could lead to a significant reduction in the household's water bill, plus you can start saving instantly with the rebate program.



Rebate amounts vary, but generally, homeowners can receive up to a \$125 rebate for the first toilet replaced, up to a \$65 rebate allowance for the second fixture, and up to a \$40 rebate for the third. Installation allowances are also available if the toilet was installed by a licensed plumber. For commercial properties, business apartments, duplexes, etc., rebates are available at a maximum of \$100 per replaced toilet.

To qualify, participants must be Hillsborough County Public Utilities Department water customers. For details, visit [www.HillsboroughCounty.org/PUD](http://www.HillsboroughCounty.org/PUD), click on "Water & Wastewater Services," then on "Water Conservation & Restrictions." Be sure to call the Public Utilities Department at 813-272-5977, ext. 43985 to check for previous installations and program participation eligibility (construction date must be 1994 or prior), as participation by former owners/occupants may void the rebate application.

**Free!** Low flow showerheads and faucet aerators are available to Hillsborough County Public Utilities Department customers at no cost. Call Customer Service at 813-272-6680 for additional details.



## Start the Storm Season Safe

### Flooding Assistance

Unincorporated County property owners can request a site visit by staff from the Public Works Department's Hazard Mitigation Program to assist with flooding and stormwater drainage information to address site-specific flooding concerns. This service is provided at no charge. For additional information on flooding, flood insurance, flood zones, retrofitting, or elevation certificates, contact the Hazard Mitigation Program at 813-307-4541.

### Special Needs Shelters

Residents with special needs, the elderly, and those without transportation require extra attention in order to stay safe during a tropical storm or hurricane. Hillsborough County has programs in place to help these at-risk residents prepare and find safe shelter.

**Shelters** - A special needs shelter is a temporary emergency facility capable of providing care to residents whose medical condition may require the use of electrical equipment, oxygen or dialysis, and to individuals with physical, cognitive, or medical conditions who may require assistance from medical professionals. Special needs shelters do not provide the level of care found in a medical facility. Please review your care needs with your doctor.

**Transportation** - If you apply for a special needs shelter and need a ride to a shelter, arrangements will be made with the Sunshine Line to take you there.

If you, a relative, a friend or neighbor needs to register for a special needs shelter and/or transportation, contact one of the numbers below for assistance:

- Hillsborough County Health Department 813-307-8063
- Hillsborough County InfoLine 813-272-5900 TTY 813-301-7173



### Include Pets in Your Disaster Plan

Very few public emergency shelters accept pets, so it's a pet owner's responsibility to make a plan that will help get your family and pets safely through a disaster. Your pets rely on you, so don't leave them to fend for themselves. The *Protecting Pets In Disasters* guide is available online at [www.HillsboroughCounty.org/Pets](http://www.HillsboroughCounty.org/Pets), click on "Disaster Preparedness."

Activity 320  
Logs Indicating Service

The Infrastructure and Development Services team has staff that assists in FIRM and flood insurance issues. This team does maintain daily logs that indicate what services are provided. Information recorded in respective logs include references to the inquirer and the item that required assistance from the County. These logs also have an item to denote flood insurance requirements if such are applicable. Offices and staff performing respective functions remain unchanged for this reporting period.

COMMUNITY RATING SYSTEM TRACKING AND PUBLIC INFORMATION LOG

Staff Member: *Andrew Anderson*

Date: *6-19-14*

CONTACT INFORMATION			ACTIONS/COMMENTS			Agency:			PROGRAM TYPE			
Name	Phone	Contact Code	Info. Dist. Code	Address	Folio/STR	Special Hazards/Precautions, Comments, Resolution, Followup, Site Info. . . .	Fl. Ins. Given Y/N	Panel & Suffix	BFE DFE	DFIRM -FIRM Zone	CBRA or CA	Prog. Desc.
1. Mike		<i>W/E</i>		831 John Canale Dr.	63629.0422	- = SFR 67429	Y	124511	45	10E	N	NFIP
2. Emily	727-507-0555	<i>W/E</i>	49	4503 Bayshore Blvd.	128622.0100	City of TPA CEP@TPA.PLANES.COM 10-04-7889A						
3. Mike	417-6698	<i>W/E</i>										
4. Michael Taylor	508-410-9708					Houston sales						
5. Doretha/Ann South Shaver		<i>E</i>		7534 August Hwy. Loop	51558.0496	05-04-3922A						
6. Connie		<i>E</i>		11348 American Holly Dr.	13778.7246	SFR 69928	N			X		
7. Linda	814-1588			12707 Canal Rd	4857.5521	FG BDD378	Y	1621E	9 9.5	AE		
8.												
9.												
10.												

TOTAL Count this Page: 10 ROWS PER PAGE

Page *2* of *2* for this date

Notes:

- H Handout given.
- V Verbal information given
- E Email sent
- SV Site visit
- FAX Facsimile sent/received
- WI Walk-in
- NA Not applicable
- SS Suspect soils
- CBRA Coastal Barrier Resource Area
- CA Coastal A or AE Zone
- H Unkn

Elevations in NAVD 88; unless otherwise noted.

COMMUNITY RATING SYSTEM TRACKING AND PUBLIC INFORMATION LOG

Staff Member: *Archie Brown* Date: *8-21-14*

CONTACT INFORMATION			ACTIONS/COMMENTS			Agency: DS (BSD) HIM						
Name	Phone	Contact Code	Info. Code	Address	Folio/STR	Special Hazards/Precautions, Comments, Resolution, Followup, Site Info, . . .	Fl. Ins. Given Y/N	Panel & Suffix	BFE DFE	DFIRM -FIRM Zone	CBRA or CA	Prog. Desc.
1. <i>Darryl Mc Coy</i>	<i>941-448-0201</i>					<i>Permit status</i>						
2. <i>John</i>	<i>477-1872</i>											
3. <i>Shelvia</i>	<i>265-4795</i>				<i>84800.7754</i>	<i>BFE</i>	<i>Y</i>	<i>415H</i>	<i>5378</i>	<i>A</i>	<i>N</i>	<i>NEFH</i>
4. <i>Mary</i>	<i>215-3172</i>	<i>E</i>			<i>87400.6502</i>	<i>BFE</i>	<i>Y</i>	<i>415H</i>	<i>5074</i>	<i>A</i>	<i>X</i>	
5. <i>Arise</i>	<i>444-5101</i>				<i>18845.5052</i>	<i>BFE determine lake</i>	<i>Y</i>	<i>205H</i>	<i>50.24</i>	<i>A</i>		
6. <i>Ann Phillips</i>	<i>404-4023</i>				<i>85199.0000</i>		<i>N</i>	<i>410H</i>		<i>X</i>		
7. <i>Maggie</i>					<i>63496.6011</i>		<i>N</i>	<i>245H</i>		<i>X</i>		
8. <i>Scott/Landman Survey</i>		<i>E</i>				<i>EC FCMO 3324</i>						
9. <i>104 4th St.</i>					<i>79220.0000</i>		<i>Y</i>	<i>389H</i>	<i>40.05</i>	<i>A</i>	<i>X</i>	
10. <i>Phone Calls 10</i>							<i>N</i>	<i>685H</i>		<i>X</i>	<i>X</i>	

TOTAL Count this Page: 10

Page 10 of 10 for this date

Notes:

- H Handout given
- V Verbal information given
- E Email sent
- SV Site visit
- FAX Facsimile sent/received
- WI Walk-in
- NA Not applicable
- SS Suspect soils
- CBRA Coastal Barrier Resource Area
- CA Coastal A or AE Zone
- H Unkn

Phone Calls 10  
 Emails 8  
 Walk-ins 1  
 Reviews 4

Elevations in NAVD 88; unless otherwise noted.

Activity 330  
Outreach to the Community

# TAMPA

Apollo Beach Brandon Gibsonton Land O'Lakes Lithia Lutz Mango New Tampa  
Oldsmar Riverview Ruskin Seffner Sulphur Springs Sun City Temple Terrace  
Thonotosassa Town N'Country Valrico Wesley Chapel Wimauma

KEEP ME UNTIL YOUR NEW BOOK ARRIVES IN 2015

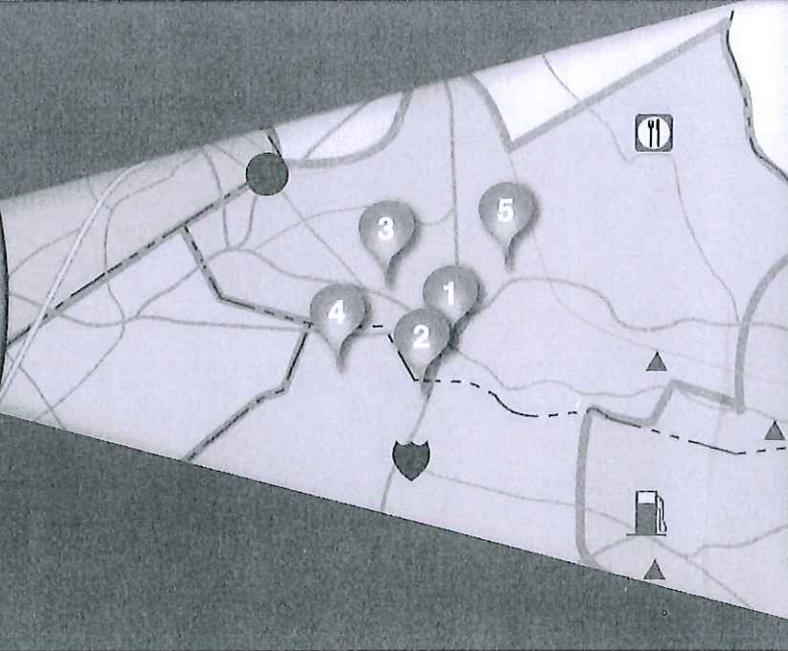
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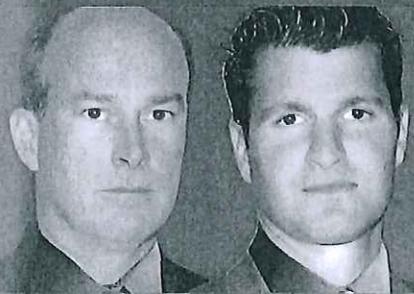
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Residential white pages are available at [www.verizon.com/whitepages](http://www.verizon.com/whitepages). To obtain a free copy of the residential white pages, call 1-800-888-8448.

- If your local or long-distance telephone service provider fails to follow the billing and collection procedures mandated by federal regulations any disputed amount up to \$50 may be forfeited to the customer.

Should you have questions regarding any of this, please call your local or long-distance telephone service provider using the telephone numbers listed on your bill.

#### Custom Abbreviated Dialing

Custom Abbreviated Dialing (CAD) is a local service that provides callers with information at a cost-per-call basis. It is similar to 700/900/976 numbers; the same rules apply to all cost-per-call services and free blocking of all cost-per-call numbers is available. (Please see the previous section for more information about cost-per-call services.) Unlike 700/900/976 numbers, you only have to dial four digits to reach information providers through Custom Abbreviated Dialing, and some businesses with Custom Abbreviated Dialing numbers don't charge for calls to their numbers.

#### Other Telephone Service Laws and Practices

Throughout the Customer Info Guide, we've told you about many of the rules and regulations that govern telephone service. Here are some other important things you should know:

Your local telephone service provider furnishes telephone service without regard to race, nationality, color, religion, sex, marital status or disabilities. Your local telephone service provider is regulated by this state's public service commission. A complete copy of rules and regulations governing telephone service is available at the office.

A schedule of current rates is available at the Public Service Commission's state office. All telephone numbers are owned by your local telephone company, which has the right to change any number as may be required.

When you call toll-free and cost-per-call numbers (see page 7, Area Code listings under WATS and CPC numbers), the telephone number you're calling from may be transmitted to the company you called. Your number could be available to that company's service representative before your call is answered.

No automatic dialing announcing device can be connected to your local telephone service provider's network unless it complies with Federal Communications Commission (FCC) rules. Autodialers used to transmit artificial or prerecorded voice messages should automatically release the called party's line within 5 seconds of that party's hang-up signal reaching the caller's dialing system.

For your protection, your local telephone service provider is able to detect fraudulent calls. Defrauding or attempting to defraud a telephone company of its lawful charges is prohibited by state and federal laws.

## In Case of Emergency

Emergency situations can happen at any time, on any given day. Floods, tropical storms, hurricanes, and tornadoes are facts of life in Florida. So are thunderstorms and lightning. And the movement of hazardous materials throughout the region is relatively normal, because they are routinely used by industry, business, government and private citizens. So what can you do about extraordinary situations that are simply part of ordinary life? Here are some tips to help you and your family through trying times should they arise. It's advice you should follow in cases of emergency.

### TROPICAL STORMS & HURRICANES

The hurricane season is **June** through **November**. **Be prepared!**

Refer to the Hurricane Evacuation Maps on pages 12-14. Locate where you live and your evacuation level. Determine if and when you would have to evacuate.

#### REMEMBER: ALL MOBILE HOME RESIDENTS MUST EVACUATE, REGARDLESS OF LOCATION.

- Decide **NOW** where you would go if ordered to evacuate (a friend or relative, a hotel or motel, out of the region or, as a last resort, to a shelter). Remember, if you are going to leave the region or go to a hotel, you must leave early. Determine your route.
- Check your Disaster Supplies Kit and obtain any items you need.
- Keep home in good repair. Tack down loose roofing; trim trees, etc.
- Make the minor improvements, such as bracing gable ends of roofs, needed to make your home safer. Contact a professional, if needed to inspect your home for structural integrity.
- Make plans and purchase materials to protect your home before the storm, especially windows and garage doors.
- Inventory your property (a video tape is excellent).
- Whether you rent or own your home, review your insurance policies with your agent now.

### AS THE STORM APPROACHES

#### Hurricane Watch

- Listen for weather updates on local stations and on NOAA Weather Radio.
- Don't trust rumors, and stay tuned to the latest radio and TV information.
- Check your Disaster Supplies Kit. Obtain any needed last minute items.
- Refill prescriptions. Maintain at least a two-week supply during hurricane season.
- Clear yard, e.g. lawn furniture, potted plants, bicycles, and trash cans.
- Protect your windows and glass doors! Brace double entry and garage doors at the top and bottom.
- Fill your car's gas tank and check oil, water, and tires. Gas pumps don't operate without electricity.
- Secure your boat early. Drawbridges will be intermittently closed to boat traffic after an evacuation order is issued.
- Leave the swimming pool filled and super-chlorinated. Cover the filtration system.
- Get cash. Banks and ATMs won't be in operation without electricity and few stores will be able to accept credit cards.

### IF YOU MUST EVACUATE

#### Hurricane Warning

- Stay tuned to your local radio and television station for emergency broadcasts. If ordered to evacuate, you must do so immediately.
- **Take your Disaster Supplies Kit with you!**
- Take important papers with you, including your driver's license, special medical information, insurance policies and property inventories.
- Let friends and relatives know where you are going. Make sure your neighbors have a safe ride.
- Turn off major appliances.
- Lock windows and doors.

- **5 1 1** is a free service for landline phone and no extra charge for wireless phones than minutes used. By dialing **5 1 1**, you up-to-date road conditions 24 hours a day 7 days a week. If you require additional information, **5 1 1's** web address is <http://www.flhwa.dot.gov/trafficinfo/511>.

### IF YOU CAN STAY AT HOME

If you are outside the evacuation area and do not live in a mobile home, you can stay home.

- Make sure your windows are protected and your home is secured.
- Clean containers for drinking water and your tub for storing cleaning water. Plan on three per person, per day for all uses.
- During the storm, stay inside and away from windows, skylights and glass doors.
- Wait for official word that the danger is over. Do not be fooled by the storm's calm "eye."
- If flooding threatens your home, turn off electricity at the main breaker.
- **Offer your home as shelter to relatives who live in vulnerable mobile homes.**
- If you lose power, turn off major appliances: the air conditioner and water heater to reduce damage.

**Find a safe area in your home—an interior, reinforced room, hallway, or bathroom on lower floor.**

### AFTER THE STORM

- **Be patient.** Access to affected areas will be controlled. You won't be able to return to your home until search and rescue operations are complete. Safety hazards, such as downed trees and power lines, are cleared. It may take up to three days for emergency crews to reach your neighborhood. It may take 2-4 weeks before utilities are restored.
- **Stay tuned** to your local radio station for news and instructions about emergency medical and other forms of assistance.
- **Have valid ID.** Security operations will be in effect at checkpoints. Valid identification with your correct local address will be required.
- **Avoid driving.** Roads will have debris and may be punctured by your tires! Don't add to the congestion. Relief workers, supply trucks, law enforcement and emergency services will be on the road.
- **Don't sight-see,** especially at night. You may be mistaken for a looter!

### FOR YOUR SAFETY

- Avoid downed or dangling utility wires. Metal may have been "energized" by fallen wires, especially careful when cutting or clearing fallen trees. They may have power lines tangled in them.
- Beware of snakes, insects, or animals driven to higher ground by floods.
- Enter your home with caution. Open window doors to ventilate and dry your home.
- If there has been flooding, have an electrician inspect your home or office before turning on the breaker.
- Be careful with fire. Do not strike a match until you are sure there are no breaks in gas lines. Avoid candles. Use battery-operated flashlights and lanterns instead.
- Keep grills outdoors.
- Assess and photograph damage to your home and its contents.
- Use your telephone and cellular phone for emergencies only.

# GENERAL INFORMATION



## REPAIRS AND SAFETY PRECAUTIONS

- Make temporary repairs to correct safety hazards and minimize further damage.
- Only hire licensed contractors to do repairs. Check with the local Building Department to ensure the contractor is licensed. If you hire a contractor, don't pull the permits for them. If the contractor makes this request, it may be an indication that he is not properly licensed.
- Take photographs of all damage before repairs and keep receipts for insurance purposes.
- Call professionals to remove large, uprooted trees, etc.
- Always use proper safety equipment such as gloves, safety goggles, heavy boots, light-colored long-sleeve shirts and long pants.
- Tie back long hair, wear a hat and sunscreen.
- Drink plenty of fluids, rest, and ask for help when you need it.
- Lift with the legs, not with the back.
- Don't burn trash.
- If you can't identify it, don't touch it.
- Be extremely careful with a chain saw and always heed safety warnings.

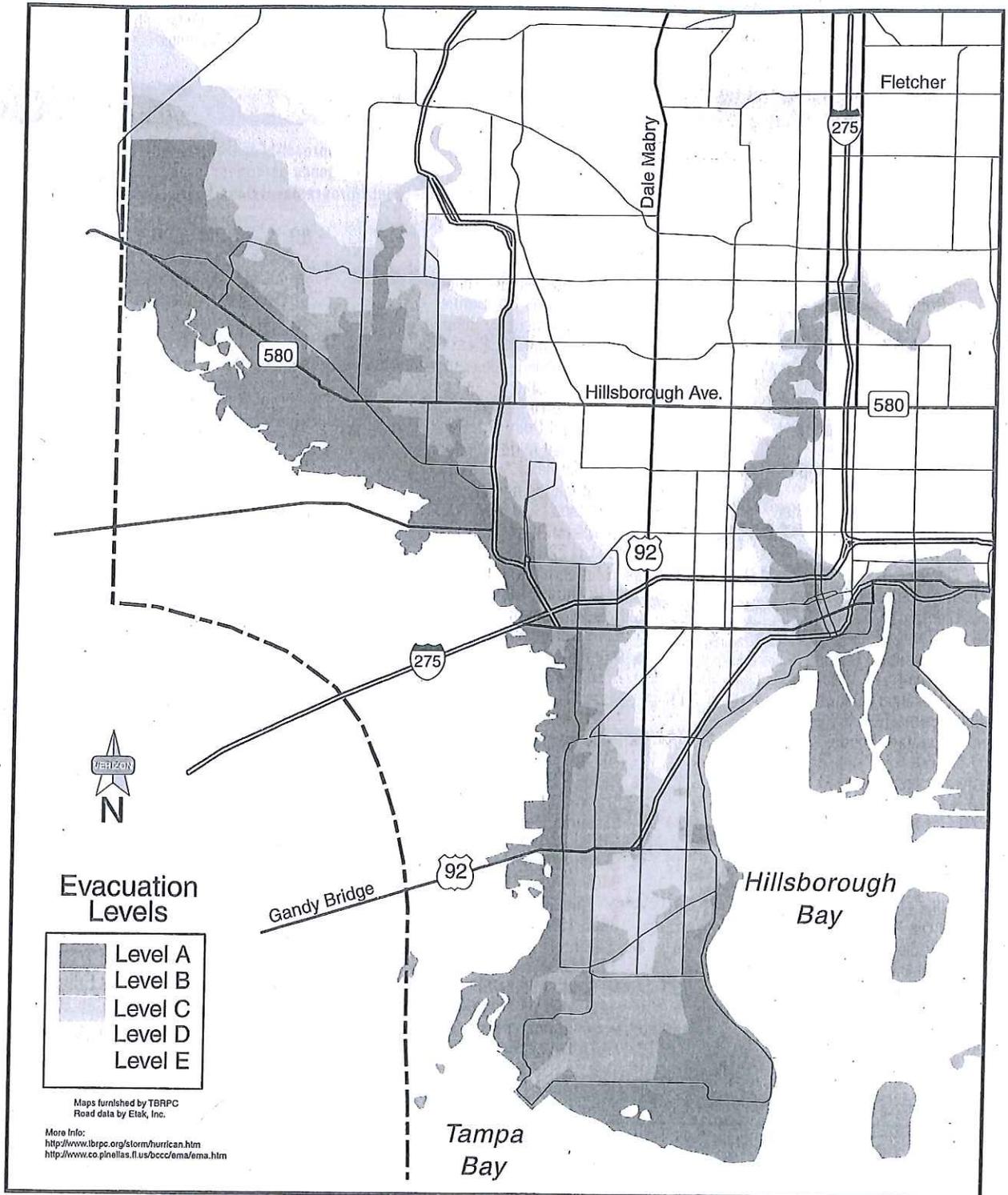
## HILLSBOROUGH COUNTY EVACUATION SHELTERS

County preparedness plans call for the opening of certain emergency shelters during a hurricane approach. For tropical storms, localized high tides, or freshwater flooding, you will be informed of selected shelter openings by your local emergency personnel through television and radio announcements. For numeric listing of shelters see: [www.hillsboroughcounty.org/emergency/programsservices/shelterinfo.cfm](http://www.hillsboroughcounty.org/emergency/programsservices/shelterinfo.cfm)

NO	NAME/ADDRESS	NO	NAME/ADDRESS	NO	NAME/ADDRESS
22	%+ Adams Middle School 10201 N Boulevard, Tampa	26	%+ Jenfrings Middle School 8799 Williams Rd, Seffner	21	+*@ Strawberry Crest High School 4691 Gallagher Rd, Dover
2	%+ Armwood High School 12000 U.S. Hwy 92, Seffner	56	% Knights Elementary School 4815 N Keene Rd, Plant City	46	% Stowers Elementary School 13915 Barrington Stowers Dr, Lithia
30	%+ Barrington Middle School 5925 Village Center Dr, Lithia	18	% Lake Magdalene Elementary School 2002 Pine Lake Dr, Tampa	34	% Summerfield Crossings Elementary School 11050 Fairway Meadows Dr, Riverview
31	+*@ Bartels Middle School 9020 Imperial Oak Bl, Tampa	44	+ & Lennard High School 2002 Shell Point Rd, Ruskin	10	% Symmes High School 6280 Watson Rd, Riverview
27	%+ Benito Middle School 10101 Cross Creek Bl, Tampa	12	%+ Marshall Middle School 18 S Maryland Ave, Plant City	58	% Tampa Bay Boulevard Elementary School 3111 Tampa Bay Bl, Tampa
43	% Bevis Elementary School 5720 Osprey Ridge Blvd, Lithia	3	% McKittrick Elementary School 5503 Lutz Lake Fern Rd, Lutz	14	%+ Tomlin Middle School 501 N Woodrow Wilson St, Plant City
35	+* Brandon High School 1101 Victoria St, Brandon	5	+* Middleton High School 4801 N 22nd St, Tampa	62	% Turner Elementary School 9190 Imperial Oak Bl, Tampa
50	# Bryant Elementary School 13910 Nine Eagles Bl, Tampa	28	%+ Mulrennan Middle School 4215 Durant Rd, Valrico	39	* Valrico Elementary School 609 S Miller Rd, Valrico
4	% Chiles Elementary School 16541 W Tampa Palms Bl, Tampa	20	% Nelson Elementary School 5413 Durant Rd, Dover	42	% Walden Lakes Elementary School 2800 Turkey Creek Rd, Plant City
7	% Cimino Elementary School 4329 Culbreath Rd, Valrico	16	% Oak Park Elementary School 2716 N 46th St, Tampa	1	%+ Wharton High School 20150 Bruce B Downs Bl, Tampa
33	% Collins Elementary School 12424 Summerfield Blvd, Riverview	11	* Pizzo Elementary School 11701 Bull Run Dr, Tampa	47	% Wilson Elementary School 702 English St, Plant City
38	% Cork Elementary School 3501 N Cork Rd, Plant City	45	% Pride Elementary School 10310 Lions Den Dr, Tampa		
41	% Crestwood Elementary School 7824 N Manhattan Av, Tampa	13	% Reddick Elementary School 325 West Lake Dr., Wimauma		
23	# Deer Park Elementary School 11605 Citrus Park Dr, Citrus Park	24	* Sessums Elementary School 11525 Ramble Creek Dr, Riverview	*	Open for <u>ALL</u> Storms (Unless Otherwise Noted)
15	* Doby Elementary School 6720 Covington Garden Dr, Apollo Beach	32	% Sheehy Elementary School 6402 N 40th St, Tampa	%	Open for <u>Higher Intensity</u> Storms (Category 3 & Higher)
40	% Forest Hills Elementary School 10112 N Ola Ave, Tampa	9	+*@ Shields Middle School 3908 19th Ave NE, Ruskin	#	<u>Will Not</u> open for <u>Category 4 or 5</u> hurricanes.
55	# Giunta Middle School 4202 S Falkenburg Rd, Riverview	6	+* Simmons Center 1202 Grant St, Plant City	&	<u>Will Not</u> open for <u>Category 5</u> hurricanes.
48	+* Greco Middle School 6925 E Fowler Ave, Temple Terrace	36	+*@ Smith Middle School 14303 Citrus Pionte Dr, Citrus Park	@	County Staffed <u>Pet Friendly Shelters</u>
19	* Hammond Elementary School 8008 N Mobley Rd, Odessa	49	%+ Steinbrenner High School 5575 Lutz Lake Fern Rd, Lutz	+	Have <u>ADA Accessible Restrooms</u>

CUSTOMER INFO GUIDE

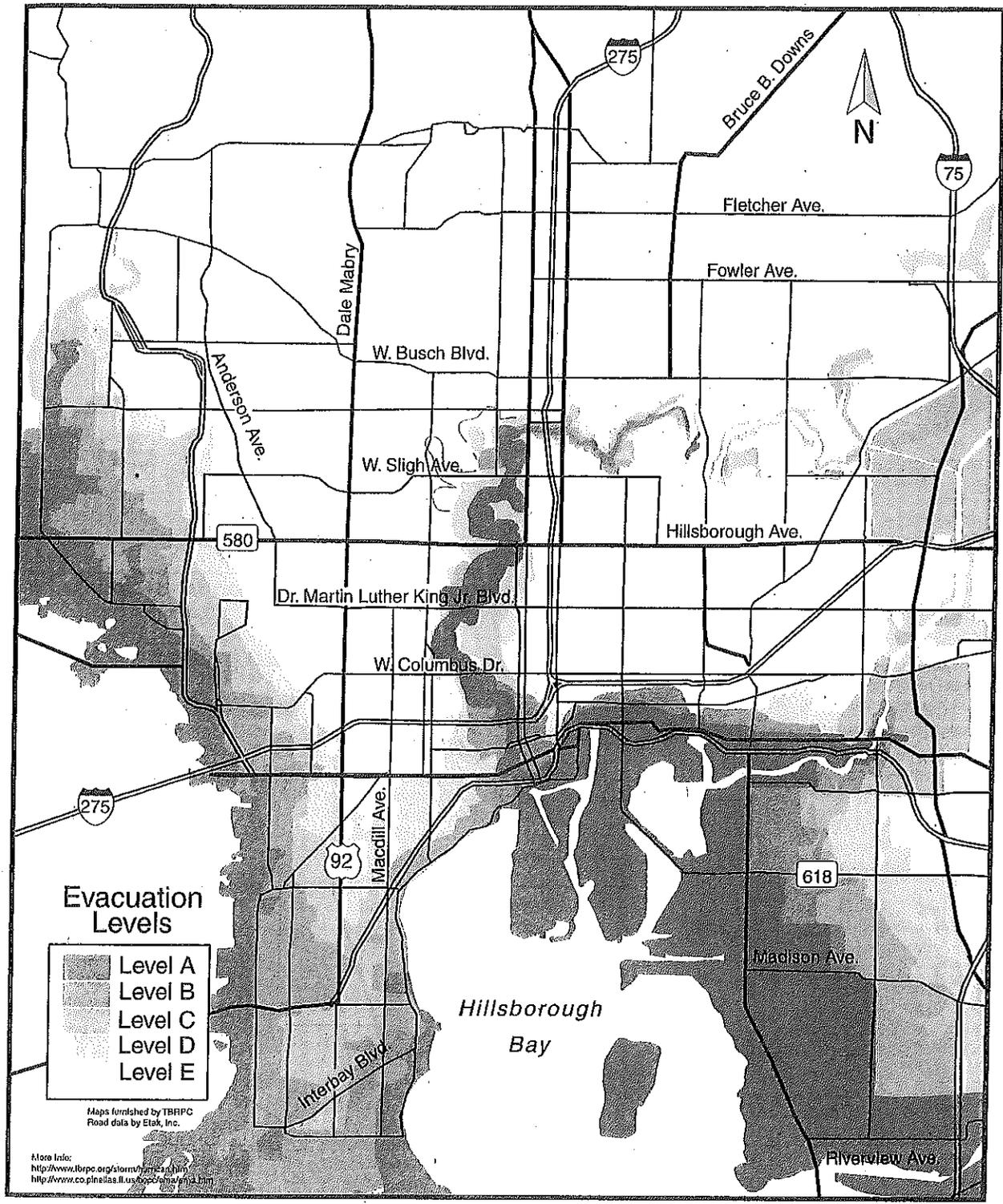
# West Hillsborough County Hurricane Evacuation Zones



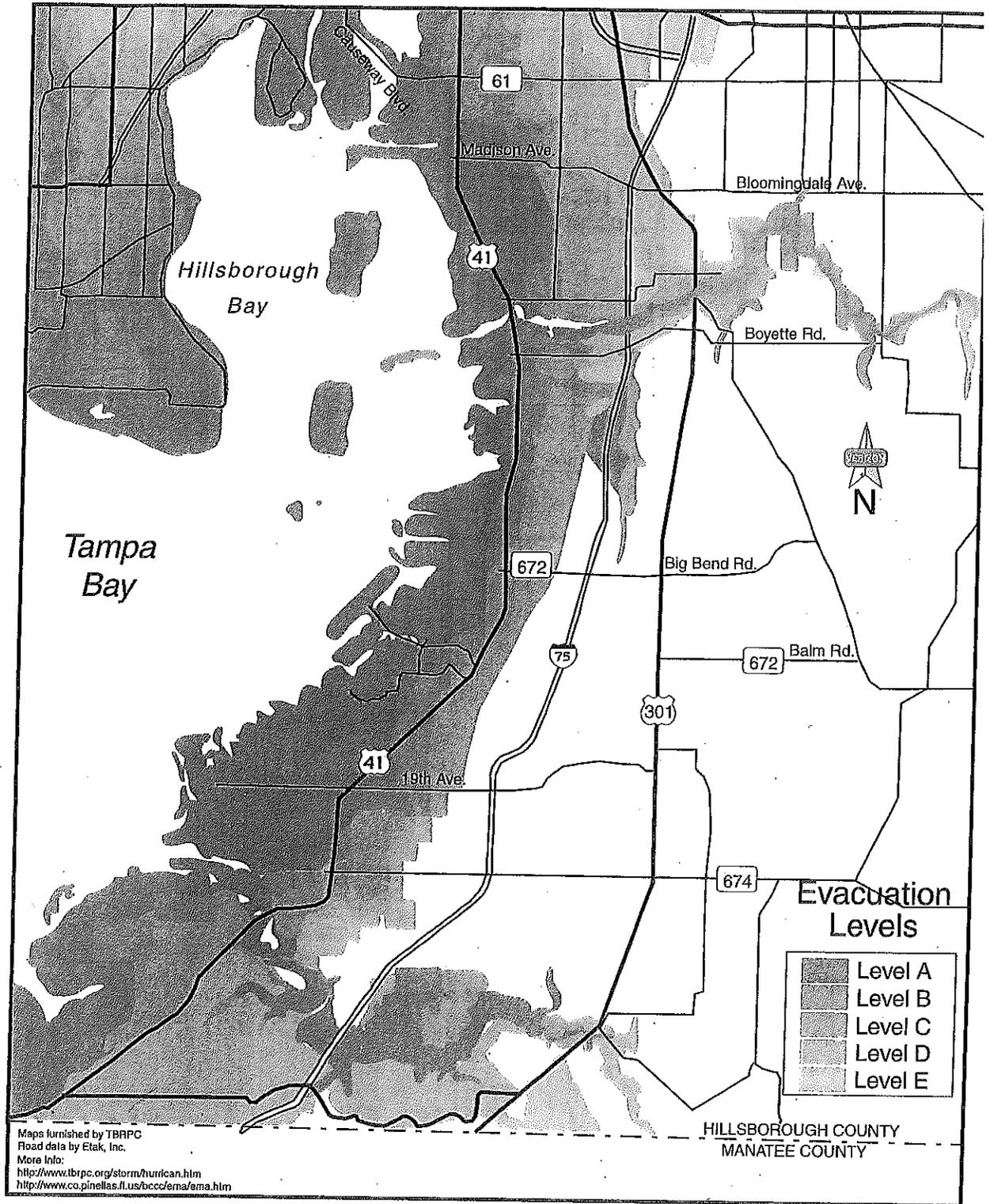
ACTIVITY  
33Φ

# North Hillsborough County Hurricane Evacuation Zones

CUSTOMER INFO GUIDE



# South Hillsborough County Hurricane Evacuation Zones



## HELP IS HERE

Hillsborough County Emergency Management is ready to help if you have questions about disaster preparedness. If you will need assistance with transportation during an evacuation because of age, disability, or other special needs, please register with us NOW.

<p><b>Hillsborough County Emergency Management</b> 813-272-6900</p> <p>Florida Relay Service Deaf Communication Center for TDD Messages 813-276-2395</p> <p>Special Needs Registration 813-272-6900</p> <p>Hillsborough County Bldg Dept. (Building Permits/Inspections) 813-272-5600</p>	<p>Hillsborough County Info Line 813-272-5900</p> <p><b>YOU CAN HELP TOO</b></p> <p>Be Part of the Disaster Team</p> <p><b>American Red Cross</b> 813-251-0921</p> <p><b>Salvation Army</b> 813-226-0055</p>
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## DISASTER SUPPLIES KIT

One of the most important tools for emergency preparedness is the Disaster Supplies Kit. Following are the most important items for your kit. Stock up today and replenish as necessary.

- Two weeks supply of prescription medicines
- Two weeks supply of non-perishable/special dietary foods
- Drinking water/containers—3 gal. per person
- Flashlights and 7 sets of batteries for each family member
- Portable radio and 7 sets of batteries
- First aid kit including bandages, antiseptic, pain reliever, and anti-diarrhea medication
- Mosquito repellent
- Two coolers (one to keep food; one to go get ice)
- Plastic tarp, tools, screening, and nails
- Water purification kit (tablets, chlorine [plain], or iodine)
- Infant necessities (medicine, water, diapers, ready formula, bottles)
- Clean-up supplies (mop, buckets, towels, disinfectant)
- Camera and film
- Non-electric can opener
- Extra batteries for camera, flashlights, radio, portable TV and lamps, etc.
- Plastic trash bags
- Toilet paper, paper towels, and pre-moistened towelettes

**If you evacuate you also should take:**

- Pillows, blankets, sleeping bags, or air mattresses
- Extra clothing, shoes, glasses, etc.
- Folding chairs, lawn chairs, or cots
- Personal hygiene items such as toothbrush, comb, and deodorant
- Quiet games, books, playing cards, and favorite toys for kids
- Important papers (driver's license, medical info, insurance policies, and property inventory)

**Precious commodities after a storm:**

- Cash (With no power, banks and ATMs may be closed, checks and credit cards unaccepted)
- Charcoal, matches, and grill
- Ice
- Non-electric (corded) phone

## REPAIRS AND SAFETY PRECAUTIONS

- Make temporary repairs to correct safety hazards and minimize further damage.
- Only hire licensed contractors to do repairs. Check with the local Building Department to ensure the contractor is licensed. If you hire a contractor, don't pull the permits for them. If the contractor makes this request, it may be an indication that he is not properly licensed.
- Take photographs of all damage before repairs and keep receipts for insurance purposes.
- Call professionals to remove large, uprooted trees, etc.
- Always use proper safety equipment such as gloves, safety goggles, heavy boots, light-colored long-sleeve shirts and long pants.
- Tie back long hair, wear a hat and sunscreen.
- Drink plenty of fluids, rest, and ask for help when you need it.
- Lift with the legs, not with the back.
- Don't burn trash.
- If you can't identify it, don't touch it.
- Be extremely careful with a chain saw and always heed safety warnings.

damage. A small area of rapidly descending air beneath a thunderstorm can cause damaging winds in excess of 100 mph. One type of straight-line wind, the **downburst**, can cause as much damage as a strong tornado.

## LIGHTNING SAFETY

Your chances of being struck by lightning are one in 600,000 but can be reduced by following safety rules. Most lightning deaths and injuries occur when people are caught outdoors. Just remember: Lightning can strike anywhere! **Remember**—Check the weather forecast before leaving for extended periods outdoors and watch for signs of approaching storms.

- Postpone outdoor activities if thunderstorms are imminent.
- If you can hear thunder, seek shelter. Move to a sturdy building or car.
- Do not take shelter in small sheds, under isolated trees, or in a convertible.
- Get out of boats and away from water. Do not stay in the pool or take a bath/shower.
- Do not use electrical appliances or the telephone unless it is cordless.

**If you feel your skin tingle or your hair stand on end, squat low to the ground on the balls of your feet. Place your hands on your knees with your head between them. Make yourself the smallest target possible and minimize your contact with the ground.**

## TORNADO SAFETY

A tornado is defined as a violently rotating column of air extending from a thunderstorm to the ground. The most violent tornadoes are capable of tremendous destruction with wind speeds of 250 mph or more. Florida is #1 in number of tornadoes per square mile. Most are weak; however, strong ones do occur. Tampa Bay averages 23 tornadoes yearly. The average wind

speed of a west central Florida tornado is 67 mph. If a **Tornado Warning** is issued or if threatening weather approaches:

- Move to your **safe room**—an interior room or hallway on the lowest floor or basement and, if possible, get under a heavy piece of furniture.
- Stay away from windows, skylights, or glass doors.
- Get out of automobiles. Do not try to outrun a tornado in your car; instead, leave the car immediately.
- If caught outside, lie flat in a nearby ditch or depression.
- Mobile homes, even if tied down, offer little protection from tornadoes and residents should seek shelter in a more substantial building.
- Occasionally, tornadoes develop so rapidly that advance warning is not possible. Remain alert. Flying debris from tornadoes causes most deaths and injuries.

*ACTIVITY 330*

## FRESHWATER FLOODING

While flooding does result from hurricanes, flooding can also occur during winter storms and prolonged summer thunderstorm activity.

- 1. Know Your Risk!** Contact your insurance agent to determine if you live in the 100-year or 500-year flood plain. If you do, purchase flood insurance! Your homeowner's policy does not cover flood damage!
- 2. Your Disaster Supplies Kit**  
See above for a list of emergency supplies.
- 3. Flood Warning**  
Here are protective common-sense measures to take:
  - Move valuable objects higher. Place them on shelves, tables and counter tops.
  - Fuel your vehicle and check oil/water.

## THUNDERSTORMS, LIGHTNING, & TORNADOES

Along the Gulf Coast, most thunderstorms occur during the afternoon. Thunderstorms affect relatively small areas when compared with hurricanes and winter storms. The typical thunderstorm is 15 miles in diameter and lasts an average of 30 minutes. Despite their small size, thunderstorms can be dangerous.

Every thunderstorm produces lightning, which kills more people than tornadoes. Heavy rain can lead to flooding. Strong winds and tornadoes are also dangers associated with some thunderstorms. **Straight-line Winds** are responsible for most thunderstorm wind

#### 4. During The Flood Stage

- Stay on higher ground.
- Do not drive on a flooded road!
- Don't wade in water above your knees.

#### 5. After The Flood

- Do not eat food that has come into contact with flood water. Use your non-perishable food.
- Drink only bottled or previously stored water.
- Stay away from disaster areas.
- Do not handle live electrical equipment and report downed power lines.
- Keep tuned to local stations for emergency information.

For more information, call the Southwest Florida Water Management District at **1-800-423-1476** and ask for "The Floodplain Facts;" TTY customers dial **1-800-231-1603**.

#### PROTECT YOUR BUSINESS!

Following Hurricane Andrew, an estimated 8,000 businesses and 100,000 jobs were lost. Use the following checklist to prepare a Business Disaster Recovery Plan:

**Know Your Risk.** Check your hurricane evacuation level and FEMA flood maps! Is your workplace vulnerable to hurricane force winds? Have your building inspected by a licensed professional.

**Take Necessary Precautions.** If a storm threatens, secure your building. Cover windows with shutters or plywood. Cover and move equipment/furniture to a secured area.

**Always** protect your data with backup files. If dependent on data processing, consider an alternate site. Make provisions for alternate communications and power.

**Make provisions** to work with limited cash, water and sewer, and no power. Store supplies.

**Protect Your Employees.** Employee safety comes first! Prepare, distribute and exercise your plan for recovery. Consider providing shelter to employees and their families and helping with supplies after the storm. Establish a rendezvous point/time in case damage is severe and communications are disrupted. Establish a call-down procedure for warning/post-storm communications. Provide IDs.

**Contact Your Customers and Suppliers.** Share your communications and recovery plan in advance.

#### Review Your Insurance Coverage.

Inventory and photograph equipment, supplies and workplace. Have copies of insurance policies and customer service/home numbers. Obtain Business Interruption Insurance and other needed coverage. Check co-payments. **Remember:** Flood damage requires separate coverage and is **NOT** covered under other insurance programs.

**After the Storm.** Use caution before entering. Check for power lines, gas leaks and structural damage. If any electrical equipment is wet, contact an electrician. Prepare loss information for insurance claims and get independent estimates of damages. Take pictures before cleanup. Minimize additional damage. For more information, contact the Southwest Florida Regional Planning Council, your local Chamber of Commerce or county emergency management office.

#### HAZARDOUS MATERIALS EMERGENCIES

The good things chemicals bring into our lives have become vital to us. Although major chemical emergencies are extremely rare, there always remains a chance that one will occur. In case of a hazardous material emergency, knowing how to respond will greatly lessen the chance of injury. The Tampa Bay Local Emergency Planning Committee at **727-570-5151**, ext. **248**, is available to answer your questions.

#### IF TOLD TO "SHELTER IN PLACE"

Protect yourself inside your house or some other building. This action will be recommended if there is a short release, a small amount of hazardous material in the air, or if time does not permit evacuation before the arrival of a cloud of toxic vapor.

#### Remember:

- Stay inside until local officials say you can leave safely. Bring all pets indoors! This will likely be for no more than a few hours.
- Close all doors and windows.
- Seal all gaps under doorways and windows with wet towels and duct tape.
- Turn off heating and cooling systems.
- Listen to your local radio or TV stations for further instructions.
- Resist the impulse to go outdoors before given the "All Clear" by authorities.

**If you are told to protect your breathing, cover your nose and mouth with a damp cloth folded over several times.**

#### IF TOLD TO "EVACUATE"

You should move to the place/shelter designate public officials. Listen to your radio and TV for instructions and follow these guidelines:

- Stay calm. If you already know where to go to take, that will help.
- Quickly gather what you will need, unless you told to leave immediately.
- Turn off lights, heating, cooling, ventilation system and lock your house.
- Use only one vehicle for your family. If possible offer your neighbors a ride.
- Keep car windows/air vents closed. Do not use AC until you are out of the area.
- Drive safely—Law enforcement officers will help with traffic control.
- Do not worry about your property while you are away. The area will be secured.
- If you need a ride, ask a neighbor. If you cannot, officials will arrange transportation, if possible your County Emergency Management Dept. to register NOW.

#### YOUR CHILDREN

If your children are in school, officials will take care of them. If students have to evacuate, they will be the first to move. Do not try to call or go to your child school to pick them up—that could delay their evacuation to a safer area. Teachers and other adults will take them to a designated place or shelter. In cases, the school may not be at risk to the chemical release. Either way, you will be told by local officials where to pick up your children.

#### PETS

Pets will not be allowed inside public shelters, but take them with you in a hazardous material emergency—provisions can be made for them if you have their carrier, food, leash, collar, tags, and medication.

#### WHEN YOU RETURN

Officials will notify you as to what precautions need be taken. Depending on the type of chemical, you need to:

- Open all windows and doors to air out your house/business.
- Wash all dishes and eating utensils.
- Dispose of any open food, etc.
- Vacuum furniture, floors, other items.
- Change air conditioner filters.
- Wash clothes and bedding.
- Air out files, copy paper, etc

## The World of SuperMedia LLC

SuperMedia LLC, the official publisher of Verizon® print directories, makes life easier with the Verizon® Yellow Pages -- whether you're a consumer looking to buy or an advertiser wanting to sell.

#### Yellow Pages Options for Advertisers

Your company receives a free yellow pages listing under the category of your choice. You can enhance this basic listing with a yellow pages advertising.

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(1-866-917-8737)

Or ..... [www.supermedia.com](http://www.supermedia.com)

#### Why Advertise in the White Pages?

For businesses that are known by name, white pages advertising protects established clientele, supports repeat business, and encourages referral customers while complementing yellow pages advertising.

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SuperMedia delivers a multi-dimensional platform of products that help consumers find what they want in ways they want to find it. Likewise, it helps businesses attract the customers they want when those customers are ready to buy. SuperMedia is one of the nation's largest providers of yellow and white pages directories. The company provides sales, publishing, and other related services for over 1200+ directory titles throughout the U.S. with a total circulation of approximately 126 million copies.

ANY DIRECTORY,  
ANY TIME.

You can order any directory, any time of day, seven days a week by calling **1-800-888-8448** or find us on the Internet at [www.directorystore.com](http://www.directorystore.com).

## Working with the community to keep our streets bright

At Tampa Electric, we're working with our customers and the community to help ensure malfunctioning lights are working again as quickly as possible. How can you help? Simple.

If you see a malfunctioning streetlight:

- Write down the light ID tag number from the light pole or write down the nearest street address or intersection to the light.
- Complete the convenient streetlight outage form on [tampaelectric.com](http://tampaelectric.com).
- Or call 813-223-0800 (in Hillsborough County), 863-299-0800 (in Polk County) or 1-888-223-0800 (outside of Hillsborough or Polk counties).

When you report a malfunctioning streetlight, it is important that you provide the location of the streetlight so that technicians are sent to the correct location, and that you provide your contact information so that we may acknowledge your request.

By working together, we can all help keep our streets bright.



LIFE RUNS ON ENERGY™ **TECO**  
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Inside: Our restoration plan • LEGOLAND goes green

Issue 306

## You have the power to be prepared for hurricane season

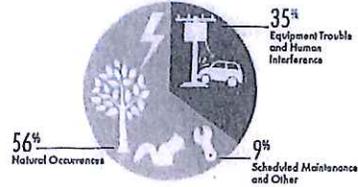
While hurricane season always brings uncertainty, we at least have the power to prepare for it. Tampa Electric's commitment to you includes more than working year-round to harden our system by replacing poles and trimming trees using methods that protect the trees' health. We're also making upgrades to our website and automated phone system to better serve our customers when they need us most.

Another resource for you is at [tampaelectric.com/outagemap](http://tampaelectric.com/outagemap). Our Outage Map self-updates every 10 minutes to show you the size and location of outages. And if the map doesn't show your outage yet, we

Help us help you by verifying or updating the phone numbers we have on file for your account. You can do this at [tampaelectric.com](http://tampaelectric.com) or by calling us at the number for your area on page 3. If we don't have

your phone number, we'll need your Tampa Electric account number, so keep that handy. As we dedicate ourselves to doing our best to serve you this hurricane season and all year long, please use the resources we offer to help you manage the uncertainties that hurricane season can bring.

### WHY DOES MY POWER GO OUT?



If the power goes out, you want information. Power Updates™ can give you that.

When you sign up for free at [tampaelectric.com/outages](http://tampaelectric.com/outages), you can let us know how you'd like us to contact you. You can receive texts\*, emails, and/or phone calls regarding your service and other important information. As Tampa Electric crews work safely at all hours to restore electric service, we'll keep you informed.

want to know about it. We offer three convenient ways to report an outage:

- Call 1-877-588-1010
- Go to: [tampaelectric.com/outages](http://tampaelectric.com/outages)
- Text OUT to 35069

You can also follow us on Twitter and Facebook for restoration updates during major storms.

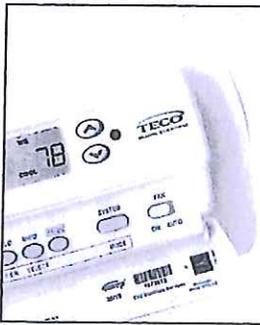
\*Power Updates is a free service from Tampa Electric. Message and data rates may apply. Message frequency based on customer requests for updates. Text STOP to 35069 to cancel. Text HELP to 35069 for help. Visit [tampaelectric.com/outages](http://tampaelectric.com/outages) to review terms and conditions.

» Learn More «  
[tampaelectric.com/outages](http://tampaelectric.com/outages)

## Save energy and money this summer

- Set your thermostat to 78 degrees Fahrenheit or higher; every degree below 78 degrees will increase the air conditioner portion of your bill by 6 percent to 8 percent.
- Check or replace air conditioning filters monthly.
- Turn off your air conditioning unit when away from the house for four hours or longer, or set it to 85 degrees or higher.
- Use ceiling fans in occupied rooms only.
- Have your air conditioning & heating systems inspected and serviced once a year.
- Shade windows or install reflective material to windows.
- Make sure your attic is properly insulated.
- Limit running pool pumps to eight hours per day.
- Visit [tampaelectric.com/save](http://tampaelectric.com/save) for more!

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## Our storm plan

To prepare for hurricane season – which runs from June 1 to Nov. 30 – we follow a 10-point storm-hardening project developed by Florida's investor-owned electric utilities in conjunction with the Florida Public Service Commission.

Our power restoration work in the community begins when it's safe for our crews to be outside (typically when winds are less than 40 mph) and focuses first on facilities critical to public health and safety. We then work to get the power back on for the most customers in the least amount of time. If a widespread outage requires additional help, Tampa Electric's membership in the Southeastern Electric Exchange provides support from other utilities. In turn, we will send crews to help restore power for other communities in need.

At [tampaelectric.com/safety](http://tampaelectric.com/safety), click on the *Storm Safety* link to get to a brief video about how we restore power with a focus on you and the entire community.

## Important hurricane season guidance

- Stay away from downed power lines and avoid floodwaters. Always assume that a downed power line is energized, and move away to safety. Floodwaters can hide energized power lines or other hazards, or put you at risk of drowning.

- Caution: Use portable generators safely. **DO NOT** connect your portable generator to your home's circuits. Plug your appliances directly into the generator. Connecting your generator to your home's circuits may cause power to flow to outside lines, posing life-threatening danger to power restoration crews. Also, portable generators must NOT be operated near air conditioning ducts or in residences or any enclosed space (including a closed garage) where deadly carbon monoxide gases could build up.

- Update your primary phone number at [tampaelectric.com](http://tampaelectric.com). Our automated power outage system, which you can access at 1-877-588-1010, identifies an outage at your residence or business by recognizing your phone number or Tampa Electric account number and matching it to the address we

have on record for that number. Your primary number is the phone number most frequently associated with your home or business service address, and it must be updated with us for the system to benefit you.

- Help for special needs customers. Counties provide shelter programs for those requiring special medical care. Special needs shelters are available for people requiring more skilled medical care than is available in a public shelter but not requiring an acute care facility, such as a hospital. To register for this kind of shelter care, please call the special needs registry in your area. Hillsborough: 813-307-8063; Polk: 863-534-5600; Pasco: 727-847-8137; and Pinellas: 727-464-3800.

- Determine your flood zone status. At [hillsboroughcounty.org](http://hillsboroughcounty.org), click *I-2 Departments, Public Works*, and then *Natural Hazard Planning* to see if you live in an area expected to experience heavy flooding in the event of severe weather.

320  
 >> Learn More <<  
[tampaelectric.com/safety](http://tampaelectric.com/safety)

## Here comes the sun – and we're ready

Put all the pieces together and you'll see how Tampa Electric's new solar panel array at LEGOLAND® is a big win for the community. The 30,000-watt solar photovoltaic (PV) system we installed atop LEGOLAND'S Imagination Zone can generate enough electricity from the sun to power three average-sized homes and offset about 40 tons of carbon dioxide per year – equivalent to planting more than nine acres of trees.

Later this summer, LEGOLAND will unveil a large interactive globe made entirely of Legos. Located right outside

the Imagination Zone, electricity from additional solar panels will power the globe's rotation, showing visitors of all ages how solar energy is created, how clouds and the angle of the sun impact generation and how electricity is transported from a solar array to a home or business. The interactive display will complement the existing energy lab located inside the Imagination Zone, where visitors learn

about all forms of energy.

Tampa Electric's Renewable Energy program makes this possible. Visit [tampaelectric.com/renewable](http://tampaelectric.com/renewable) to find out more about what we're doing in the community. And see what Renewable Energy can do for you, whether that means a rebate for installing solar panels on your home, a subscription to energy generated from sources like the sun – conveniently added to your electric bill – or a one-time purchase for an event.



For Earth Day 2014, LEGOLAND was the first theme park in the U.S. to power all of its

operations with electricity generated from renewable energy. By going green this Earth Day, the park lightened its footprint by offsetting 24 tons of carbon dioxide. This is like removing three cars from the road for one year!

Imagine what a difference you too can make when you partner with us to realize the benefits of energy from sources like the sun.

## WELLNESS TIP

Protect yourself from the sun with UVA and UVB sunscreen with a sun protective factor (SPF) of 30 or higher, and try to stay in the shade from 10 a.m. to 4 p.m. For more information, visit the American Academy of Dermatology online at [aad.org](http://aad.org).

Search for job openings at [tampaelectric.com/careers](http://tampaelectric.com/careers).

We're ready to serve you:

Remember, you can handle many account-related needs at [tampaelectric.com](http://tampaelectric.com), including bill payment, changing your mailing address and turning your service on or off.

Our Customer Care hours are 7:30 a.m. to 6 p.m. Monday through Friday. Please use the phone number below that serves your county:

Customer Care:

Hillsborough: 813-223-0800  
 Polk: 863-299-0800  
 Others: 1-888-223-0800  
 Toll Free

Power Outages: 1-877-588-1010  
 Toll Free

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## Her dog days are good days

Abandoned, abused and displaced dogs have a refuge at the home of Sue Brown, a power trader with



Tampa Electric's Wholesale Marketing & Sales team. Brown volunteers with Dogma, a nonprofit organization that finds foster homes for dogs

until they go to new owners.

When she places dogs in permanent homes, Brown looks for potential owners who are elderly, in recovery, alone or who could otherwise benefit from the dogs as therapy. The spayed, neutered, heartworm-tested and vaccinated dogs that Dogma works with receive microchips to help ensure their continued safety.

"When 60 percent of dogs that enter typical animal shelters are euthanized, there's a great need for ways to help them," Brown said. "That they're often able to provide effective therapy is just one reason why it's so rewarding to see them placed in their forever homes."

## COMMUNITY

**The 2013 Florida Strawberry Festival** "Our Masterpiece of Fun" is the theme for the 78th annual Florida Strawberry Festival, Feb. 28-March 10 in Plant City. For details on ticket prices, special days and discounts, ride specials and event schedules and to review the 2013 star-studded headline entertainment lineup, visit [flstrawberryfestival.com](http://flstrawberryfestival.com) or call 813-752-9194. Discount admission tickets are \$8 for adults and \$4 for children ages 6-12. Children ages five and under are admitted free with paid adult admission. Gate admission tickets, as well as headline entertainment tickets, can be purchased by calling 813-754-1996.

**Hillsborough County flood maps** Hillsborough County residents and businesses can easily find out if their property is in the Special Flood Hazard Area by checking the county's website at [hillsboroughcounty.org](http://hillsboroughcounty.org) (click A-Z Index and then Flood Maps). Additional information on flood insurance rate maps, flood protection, special rules and flood insurance is also available on the National Hazard Planning section of the website. To speak to someone, call 813-307-4441 to

reach the county's Building Services agency, which has copies of Federal Emergency Management Agency elevation certificates for all buildings constructed in Special Flood Hazard Areas since 1992.

**Free tax preparation** If you earned \$57,000 or less in 2012, you're eligible for free tax preparation and filing through United Way Suncoast and its partners in the Prosperity Campaign. Trained volunteers at multiple Hillsborough County locations will make sure you get the credits you deserve and e-file your taxes for free. Or do your taxes yourself with free software at [myfreetaxes.com/tampa](http://myfreetaxes.com/tampa). Call 2-1-1 for the location nearest you or visit [unitedwaysuncoast.org/freetaxhelp](http://unitedwaysuncoast.org/freetaxhelp) for locations and details.

**Manatee Viewing Center** Your free, family-friendly destination for natural-Florida fun is waiting in Apollo Beach through April 15. Immerse yourself in Florida's natural habitat, learn all about manatees, stop for a snack and much more. Visit [tampaelectric.com/manatee](http://tampaelectric.com/manatee) or call 813-228-4289.

Inside: Her dog days are good days • New environmental technology center

Issue 30

## A few ways we're focused on serving you

Your community is our community. It's where we live and work, bringing you reliable electricity generated in environmentally responsible ways. It's where many of us have grown up and the area we, like you, want to see become a better place. That's why the men and women of Tampa Electric focus daily on bringing their best to the community.

In 2013, we're committed to maintaining our customer service momentum from 2012. Here are highlights of last year's effort and a peek at things to come:

- In 2012, we provided 99.9 percent reliability to customers.
- We successfully handled 5.2 million customer requests.
- Our company team members volunteered 11,000 hours in the community.
- We paid \$12.5 million in rebates to help customers install electric energy-efficiency measures and we



Tampa Electric team members - seen here at Metropolitan Ministries in Tampa on Dec. 20 - volunteer to help those in need across the Tampa Bay community through the Salvation Army, United Way, Hope Children's Home and many other organizations.

contributed more than \$1 million to help customers install solar technology. As part of our ongoing effort to bring solar power to local schools that double as emergency shelters, we just unveiled our newest 10-kilowatt photovoltaic installation at Lawton Chiles Elementary School in Tampa.

- We helped customers save energy and money through more than 8,000 free home energy audits - sign up for

yours at [tampaelectric.com](http://tampaelectric.com).

- We maintained more than 200,000 streetlights. In 2013, in partnership with the city of Tampa, we'll install 8,400 new streetlights.
- As a Tree Line USA utility, we used pruning methods that protect the health of trees when we trimmed more than 1,900 miles of growth near electric infrastructure for reliability.

- We welcomed nearly 200,000 visitors to our free Manatee Viewing Center, which you can visit through April 15.

Across a broad spectrum of activities, we're working to do more in 2013 for customers like you. Visit our Power Blog on [tampaelectric.com](http://tampaelectric.com) and let us know what we're doing right - and how we can serve you better.

Learn More <<<  
[tampaelectricblog.com](http://tampaelectricblog.com)

ACTIVITY  
330

## Rising costs and sluggish growth cause Tampa Electric to seek rate increase for 2014

If approved, residential bills would remain 5 percent below national average and among lowest in state.

Due to increased costs and sluggish growth, Tampa Electric has notified the Florida Public Service Commission (PSC) that it intends to file a request to raise residential rates by about 10 percent in January 2014.

Tampa Electric is seeking about \$135 million, or an increase of about \$11 a month – or 35 cents a day – for the average residential customer who uses 1,000 kilowatt-hours a month.

Tampa Electric last requested a rate increase in 2008. Since then, we have improved reliability: For the past five years, Tampa Electric's customers have had the fewest – and among the shortest – interruptions among Florida's investor-owned utilities.

Tampa Electric will file its proposed rate increase with the PSC in April. The PSC is expected to hold hearings and to vote on the issue by the end of the year. The new rates would take effect in 2014.

[»» Learn More ««](#)  
tampaelectric.com/rates

## The power of education

Tampa Electric's commitment to education involves helping students of all ages succeed. Through the Great American Teach-In, the Career & College Fest and Junior Achievement programs that teach young people professional skills, our team members donate countless hours annually to share their knowledge with students:

Throughout the year, Tampa Electric proudly partners with Hillsborough County Public Schools and the Hillsborough Education Foundation for their Career and Technical Education initiatives. By getting the word out about learning opportunities, we're helping dedicated people develop new skills with which to earn a living. Some of these people bring their knowledge to Tampa Electric to serve you in roles that range from information technology to engineering and beyond.

Learn more about our belief in the power of education at [tampaelectricblog.com](#). For more on how career and technical education programs can help you build your future, visit [sdhc.k12.fl.us/ctae](#).

## Help us serve you better

To report a power outage, call our toll-free automated system at 1-877-598-1010. You can benefit from the system most by updating your primary phone numbers at [tampaelectric.com](#). The system recognizes your numbers that we have on file and matches them to your address when you call, helping us locate outages quickly.

## See a streetlight out? Let us know!

If you see a streetlight that isn't working, send us the ID number listed on the light's pole – or the light's street location – in a form you can find at [tampaelectric.com](#). (No ID number means Tampa Electric may not own or maintain the light.) You also may notify us by calling the Customer Care phone number for your area on page 3.



## FWC, Florida Aquarium and Tampa Electric break ground on new environmental facility

On Jan. 10, Tampa Electric team members joined leaders from the Florida Aquarium and the Florida Fish and Wildlife Conservation Commission (FWC) to break ground on a facility

with the potential to invigorate environmental stewardship in West Central Florida.

The park, which will be free to the public, will include an energy technology

center, a center for conservation, a fish hatchery, an educational facility, catch and release fishing programs, waterways for kayaking and more. It's the result of a unique partnership between public, private and nonprofit partners to bring together professionals, students and visitors interested in preserving Florida's unique and delicate ecosystem.

The facility is located on the site of a former palm tree farm south of

Tampa Electric's Manatee Viewing Center. While previous property owners disrupted the flow of water in the estuary, volunteers from Tampa Electric, Dowdell Middle Magnet

School, the Florida Aquarium and other organizations have donated their time to restoring the habitat to its natural form. On Jan. 10 alone, about 75 volunteers added 3,000

native plants to a propagation pond on the site that will treat wastewater from the future fish hatchery and serve as a source of salt marsh plants for other restoration projects around Tampa Bay. Their efforts helped lay the groundwork for a thriving example of what a commitment to environmental stewardship by people across the community can achieve.



As the Jan. 10 groundbreaking ceremony, from left to right, are Hillsborough county commissioners Al Higginbotham and Sandy Nurman; Carolyn Gillette, president of Tampa Electric and Peoples Gas; Thom Stork, president and CEO of the Florida Aquarium; FWC Chairman Kenneth Wright; and state Rep. Dana Young.

[»» Learn More ««](#)  
tampaelectricblog.com

## WELLNESS TIP

According to the Centers for Disease Control (CDC), flu season in the United States may peak in February. If you haven't had the flu and still need to get vaccinated, there may still be time. Visit the CDC online for important tips and guidance about how to beat the flu.

Source: [cdc.gov/flu/season/flu](#)

Search for job openings at [tampaelectric.com/careers](#).

We're ready to serve you: Remember, you can handle many account-related needs at [tampaelectric.com](#), including bill payment, changing your mailing address and having your service on or off.

Our Customer Care hours are 7:30 a.m. to 6 p.m. Monday through Friday. Please use the phone number below that serves your county:

Customer Care:  
Hillsborough: 813-223-0800  
Polk: 863-299-0800  
Others: 1-888-223-0800  
Toll Free

Power Outages: 1-877-583-1010  
Toll Free

Open 24 hours. Also in a number of Tampa Electric's core Tampa Electric is an Equal Opportunity Company. All rights reserved.

## Think Florida-Friendly when Landscaping

Whether you are an expert gardener or just getting started, you can help conserve water and protect the environment by implementing the nine principles of Florida-Friendly landscaping:

- 1) **Right Plant, Right Place:** Plants selected to suit a specific site will require minimal amounts of water, fertilizers and pesticides.
- 2) **Water Efficiently:** Irrigate only when your lawn needs water.
- 3) **Fertilize Appropriately:** Too much fertilizer can aggravate pest problems and plant disease, force excessive growth, and pollute the environment and drinking water sources.
- 4) **Maximize Mulch:** Maintain 2 to 3 inches of organic mulch over the roots of trees, shrubs and in plant beds to help retain soil moisture, prevent erosion and suppress weeds.
- 5) **Attract Wildlife:** Plants in your yard that provide food, water and shelter can help Florida's diverse wildlife thrive.
- 6) **Manage Yard Pests Responsibly:** Misuse of pesticides can harm people, pets, beneficial insects and organisms, and the environment.
- 7) **Recycle:** Compost and recycle grass clippings, leaves and yard trimmings to provide nutrients to the soil and reduce waste disposal.
- 8) **Reduce Stormwater Runoff:** Water running off your yard can carry pollutants that can harm water quality. Direct downspouts onto lawns or landscaped beds, make a rain barrel, and use materials like gravel and mulch for pathways.
- 9) **Protect the Waterfront:** Remove invasive exotic plants, plant native vegetation, and create a buffer zone at the shoreline where no chemicals are used.

For more information from the Hillsborough County Extension Service on Florida-Friendly landscaping and to find out about upcoming free workshops, visit [hillsborough\\_fyn.ifas.ufl.edu](http://hillsborough_fyn.ifas.ufl.edu).



## Convenient Ways to Pay Your Bill

The Hillsborough County Public Utilities Department understands that your time is a precious commodity. That's why we offer several options for paying water and wastewater bills in addition to mailing in your payment or stopping by one of our customer service centers. Save stamps and paper, too.

**Online** - view account information, make a credit card or ACH withdrawal payment, and set up automatic e-mail notification of your bill, by going to <https://iwr.hillsboroughcounty.org>. You can also opt for paperless billing.

**Recurring Bill Payment** - allows automatic withdrawal from your checking or savings account, or by credit card. Sign up by going to <https://iwr.hillsboroughcounty.org>.

**Pay-By-Phone** - use a credit card and pay 24 hours a day, seven days a week through the Automated Account Information system. Call 813-276-8526.

**Am Scot** - pay your water/wastewater bill at any location in Florida. A \$1 fee is charged by Am Scot. Payments made before 8 p.m. will be posted to your water/wastewater account the next business day. For Am Scot locations, go to [www.amscot.com](http://www.amscot.com).

For more information about any of these options, call Customer Service at 813-272-6680.

**Water Restrictions Violations** - Payments for water restriction violations must be mailed in the envelope provided with the citation, or in person at our Northwest or South-Central Customer Service Centers. Please do not pay water restriction violations online or by phone.



### COMMUNICATOR

Published quarterly by the Public Utilities Department. For more information about programs, services and activities of Hillsborough County government, visit: [www.HillsboroughCounty.org](http://www.HillsboroughCounty.org)

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Summer 2014



## COMMUNICATOR

Keeping You Informed About County Government

### Beware of "The Unflushables" To Flush or Not to Flush? That is the Question!

Wastewater collection systems are designed to take away used, dirty water from sinks, baths, showers, laundries and toilets. When you flush paper, plastic wastes and other items not easily shredded or dissolved, your Hillsborough County wastewater collection system can experience problems moving the wastewater to the treatment plant where it is cleaned and disinfected to protect public health and the environment.

"Unflushables" have the ability to clog not only the wastewater line on your property but also the County's wastewater pipes and pumps, which may cause an overflow from the collection system into homes, businesses, lakes, rivers and ponds.

How can you prevent sewer overflows? Easy! Don't flush these items, even if the label says "flushable":

- Baby wipes
- Bandages
- Cat litter
- Cigarette butts
- Cleaning wipes
- Clothing
- Condoms
- Cotton balls/swabs
- Dental floss
- Diapers
- Facial tissue
- Fats, oils and grease
- Feminine hygiene products
- Incontinence pads
- Medication
- Moist towelettes
- Paper towels
- Personal wipes
- Plastic bags
- Rags
- Razors

For more information on preventing sewer overflows, contact the Hillsborough County Public Utilities Department Pretreatment Team at 813-272-5977 or via email to [GotGrease@HillsboroughCounty.org](mailto:GotGrease@HillsboroughCounty.org). Find out about the program to collect and recycle residential cooking oil by visiting [HillsboroughCounty.org/CORE](http://HillsboroughCounty.org/CORE).

#### Inside:

- The Library Download
- Neighborhood Mini-Grants
- Start the Storm Season Safe
- Florida-Friendly Landscaping Tips

## The Library Download

Hillsborough County Public Libraries now offer free access to *Zinio* and *Hoopla*. These resources provide streaming and downloadable magazines, movies, audiobooks, TV shows and music albums for personal enrichment and entertainment.



*Zinio* offers hundreds of full-color, page-for-page digital magazines, always available to check out and download to a computer, tablet or smartphone with the free app. From the *American Craft* to *Yoga Journal*, the wide selection of current issues and back issues ensure there's always something to check out and flip through.

Using *Hoopla*, library card-holders can now borrow thousands of movies, television shows, music albums and audiobooks from major Hollywood studios, record companies and publishers.

Check out up to 10 items a month with *Hoopla*, and there's no limit to the amount of magazines you can use with *Zinio*. Free apps are available for both products, and you can get started at any Hillsborough County public library or at home with your library card at [www.hcplc.org](http://www.hcplc.org).



## Hillsborough Neighborhood Mini-Grants

Neighborhoods may now apply for mini-grants up

to \$2,500 to fund projects to improve their communities and increase civic involvement. Mini-grants are available to fund a variety of community projects in both unincorporated areas of the County and the cities of Plant City, Tampa, and Temple Terrace. Previous grant-funded projects include shrub and flower planting, subdivision entrance signs, playground equipment, neighborhood festivals, crime watch programs, websites, newsletters and education activities.

Hillsborough County's Office of Neighborhood Relations is accepting applications through 5 p.m. on Aug. 8. For more information, call 813-272-5860 or visit [www.HillsboroughCounty.org/ONR](http://www.HillsboroughCounty.org/ONR).

## Rebate Program is Flush with Savings for Replacement Fixtures

Install an ultra-low-flow toilet and you'll save water and money.

Hillsborough County offers a rebate program to replace older, high-volume toilets with new, ultra-low-flow models.

Prior to 1994, the plumbing code allowed the installation of toilets that flushed with 3.5 gallons or more. Since then, the plumbing code specifies a maximum 1.6 gallon per flush standard. Family water use varies, but by making this change, the average household could save 20,000 gallons of water per year. This could lead to a significant reduction in the household's water bill, plus you can start saving instantly with the rebate program.



Rebate amounts vary, but generally, homeowners can receive up to a \$125 rebate for the first toilet replaced, up to a \$65 rebate allowance for the second fixture, and up to a \$40 rebate for the third. Installation allowances are also available if the toilet was installed by a licensed plumber. For commercial properties, business apartments, duplexes, etc., rebates are available at a maximum of \$100 per replaced toilet.

To qualify, participants must be Hillsborough County Public Utilities Department water customers. For details, visit [www.HillsboroughCounty.org/PUD](http://www.HillsboroughCounty.org/PUD), click on "Water & Wastewater Services," then on "Water Conservation & Restrictions." Be sure to call the Public Utilities Department at 813-272-5977, ext. 43985 to check for previous installations and program participation eligibility (construction date must be 1994 or prior), as participation by former owners/occupants may void the rebate application.

**Free!** Low flow showerheads and faucet aerators are available to Hillsborough County Public Utilities Department customers at no cost. Call Customer Service at 813-272-6680 for additional details.



## Start the Storm Season Safe

### Flooding Assistance

Unincorporated County property owners can request a site visit by staff from the Public Works Department's Hazard Mitigation Program to assist with flooding and stormwater drainage information to address site-specific flooding concerns. This service is provided at no charge. For additional information on flooding, flood insurance, flood zones, retrofitting, or elevation certificates, contact the Hazard Mitigation Program at 813-307-4541.

ACT 11184  
- 334  
- 324

### Special Needs Shelters

Residents with special needs, the elderly, and those without transportation require extra attention in order to stay safe during a tropical storm or hurricane. Hillsborough County has programs in place to help these at-risk residents prepare and find safe shelter.

**Shelters** - A special needs shelter is a temporary emergency facility capable of providing care to residents whose medical condition may require the use of electrical equipment, oxygen or dialysis, and to individuals with physical, cognitive, or medical conditions who may require assistance from medical professionals. Special needs shelters do not provide the level of care found in a medical facility. Please review your care needs with your doctor.

**Transportation** - If you apply for a special needs shelter and need a ride to a shelter, arrangements will be made with the Sunshine Line to take you there.

If you, a relative, a friend or neighbor needs to register for a special needs shelter and/or transportation, contact one of the numbers below for assistance:

- Hillsborough County Health Department  
813-307-8063
- Hillsborough County InfoLine 813-272-5900  
TTY 813-301-7173



### Include Pets in Your Disaster Plan

Very few public emergency shelters accept pets, so it's a pet owner's responsibility to make a plan that will help get your family and pets safely through a disaster. Your pets rely on you, so don't leave them to fend for themselves. The *Protecting Pets In Disasters* guide is available online at [www.HillsboroughCounty.org/Pets](http://www.HillsboroughCounty.org/Pets), click on "Disaster Preparedness."

Activity 330  
Outreach to Floodplain Residents

ACTIVITY 330



### YOUR FLOOD HAZARD RISK

You are receiving this informational flyer as part of a city participation campaign by Hillsborough County. The flyer provides information about flood hazard risk at least some portions of their addresses that are in the County's high-risk flood hazard zone. The current mailing list is based on the current flood hazard maps, which took effect on August 26, 2008. You can view the updated maps online by going to the County's website at [www.HillsboroughCounty.org/FloodMaps](http://www.HillsboroughCounty.org/FloodMaps).

Even if your structure has been removed through a Letter of Map Revision or Letter of Map Amendment, it is still possible that parts of your property could be damaged or the access roads for your area could be submerged in an extreme weather event. You should review the information and phone numbers in case they are needed.

This flyer is part of the County's floodplain management activities. These activities are reviewed on an annual basis through the National Flood Insurance Program and result in residents receiving discounted flood insurance rates. Currently, the County is within the top three percent of municipalities in the nation for our aggressive approach to floodplain management. Residents within the unincorporated county receive more than \$6 million dollars annually in discounted discounts on flood insurance rates due to these efforts.

### FLOOD INSURANCE

Flood insurance helps protect you from the financial devastation caused by floods. To examine your flood risks, go to [FloodRisk.gov](http://FloodRisk.gov) or <http://www.HillsboroughCounty.org/indicators/NFIP1791>.

Even a few inches of water can bring thousands of dollars in damage to your property. Most homeowners insurance policies do not cover floods. Flood insurance is available through the federally-underwritten National Flood Insurance Program.

Flood insurance, like earthquake insurance, is "single peril" insurance, said separately from other types of insurance. Flood insurance protects against losses to buildings and their contents, not the land surrounding them. The coverage applies whether the flooding results from heavy or prolonged rains, coastal storm surge, blocked storm drainage systems, levee or dam failure, or other causes. To be designated as a flood, rising water must cover at least one acre or affect at least two properties. However, a flood claim is requested any time a structure is affected by rising water.

Flood insurance is available both within and outside the high-risk flood zone. Your property's flood risk is shown on the County's Flood Maps. Different types of policies are available depending on your flood risk. You will need to ask your insurance agent for more information. A flood insurance agent locator is available online at [www.floodsmart.gov](http://www.floodsmart.gov).

If you own property with a structure in the high-risk flood area, you likely need a flood insurance policy. Most mortgage lenders will require that you have a policy as part of your loan agreement.

If your structure was built prior to 1980, it is considered Pre-FIRM (Pre-Flood Insurance Rate Map construction) and follows a specific pricing schedule. Keep in mind that your Pre-FIRM structure may have received a grandfather status or may benefit from a grandfathering status, which might subsidize your rates. However, the U.S. Congress changed the flood insurance rates. For more information about pricing changes made by congress, please go to the National Flood Insurance Program's (NFIP) website [www.nfip.gov/flood-insurance-reforms](http://www.nfip.gov/flood-insurance-reforms).

Remember, though, that if your Pre-FIRM structure is currently grandfathered, you will need to obtain continuous coverage in order to keep your lower insurance cost. If your structure was built after June 18, 1980, your structure is considered Post-FIRM with a different pricing schedule. Information about grandfathering and other flood insurance topics is also available on the NFIP website [www.floodsmart.gov](http://www.floodsmart.gov).

**If you have a flooding emergency or drainage problem on your property or nearby roads, call the County's Public Works Department at (813) 635-5400 for help.**

Flood insurance covers both homes and businesses. With residential coverage, you can get up to \$100,000 to protect your structure and up to \$100,000 of federal regulation or insured lenders will require you to have flood insurance for the amount remaining on your mortgage, or \$250,000, whichever is lower.

Outside of high-risk areas, flood insurance is also available usually at lower cost. A Preferred Risk Policy covers both a home and its contents, with premiums as low as \$129 per year. While you are not federally required to have flood insurance in a low-to-moderate risk area, that does not mean that you are safe. Large floods often extend beyond the boundaries of high-risk areas. In fact, a quarter of all flood insurance claims come from low-to-moderate risk areas. Also remember that most policies take 30 days to become effective before they can be used. More information about flood insurance is available by going online to [www.floodsmart.gov](http://www.floodsmart.gov).

Hillsborough County is a Class 5 Community in the top three percent of municipalities in the nation for our aggressive approach to floodplain management. Residents within the unincorporated county receive more than \$6 million dollars annually in discounted discounts on flood insurance rates due to these efforts.

Updated July 2014

**IMPORTANT NUMBERS AND ADDRESSES**  
Hillsborough County Hazard Mitigation Program  
County Administration Center  
601 E. Kennedy Blvd., Tampa, Florida 33602

- For Hillsborough County: (813) 307-4541  
Hazard Mitigation Program (813) 272-5600  
Development Services (813) 635-5400  
Storm Sewer Problems
- For City of Tampa: (813) 274-3101  
Storm Water Operations (813) 274-3100  
Construction Service Center
- For City of Temple Terrace: (813) 596-6570
- For City of Plant City: (813) 659-4200

### FLOOD MAP WEBSITE

For more information on the County's flood maps, repetitive flood loss areas, flood insurance, and general tips on flood safety, visit: [www.floodsmart.gov](http://www.floodsmart.gov). For information on evacuation routes and risk to your property, visit: [www.HillsboroughCounty.org/FloodMaps](http://www.HillsboroughCounty.org/FloodMaps) and select 2014 Hurricane Season, then The Hurricane Evacuation Assessment Tool (HEAT) link.

**NOTE:** If you have received this publication in error or have had your structure officially removed from the high-risk flood area, please contact the County Clerk or Letter of Map Amendment, please provide the date of registration and a copy of the Letter of Map Amendment and safety issue. Note that being mapped out of a high-risk area does not remove the risk for flooding, it is only reduced.

Si desea recibir información en Español, favor de llamar a la Línea de Información del Condado de Hillsborough al (813) 272-5900.

### QUESTIONS ABOUT OTHER COUNTY SERVICES?

Call the Hillsborough County Information Service Center at (813) 272-5900.

Public Works Department

## Information For Residents In The High-Risk Flood Zone

First SID  
U.S. POSTAGE  
PAID  
TAMPA, FL 33609  
Permit No. 295

Hazard Mitigation Program  
Engineering and Environmental Services  
Public Works Department  
County Clerk, PO Box 1110, 22nd Floor  
Tampa, FL 33601-1110





### TYPES OF FLOODING

- While flooding can occur anytime and anywhere when heavy or steady rain occurs, Hillsborough County flooding can generally be categorized as "coastal," "inland," and "riverine" flooding.
  - Coastal flooding** is often associated with a tropical storm surge and includes damaging waves. Coastal areas of the western Hillsborough County are subject to this type of flooding.
  - Inland flooding** occurs when lakes rise above normal levels or when depressions in the land are filled with rain and create "ponds." Development can contribute to this type of flooding as natural absorption is paved and does not allow for water to be absorbed into the ground at the normal rate. Areas in the northwest portion of the County are subject to this kind of flooding.
  - Riverine flooding** is often caused by flooding of rivers over their banks. Also, abnormally high tides in the Bay can reduce the ability of streams and

runners to discharge, causing them to overflow. Areas along the Hillsborough, Alafia and Little Manatee Rivers are subject to this kind of flooding.

There are repetitive flood-loss properties within the areas described above. A map showing areas of repetitive losses is available for review at the John F. Germany Library in downtown Tampa or at [www.HillsboroughCounty.org/FloodMaps](http://www.HillsboroughCounty.org/FloodMaps).

### Flood insurance helps protect you from the financial devastation caused by floods.

### PROPERTY PROTECTION MEASURES

- The following methods may assist in protecting your home:
  - You can divert water from your property by regrading or by constructing low walls, ditches and retention walls (small, shallow depressions) are other alternatives. These methods may require permits and should be discussed with design professionals in the County's Development Services Department at (813) 272-5600.
  - In extreme weather, you may need to use sandbags in conjunction with other materials to seal openings and cracks. Listen to media reports about which local facilities are providing this service or contact your local government about availability.
  - If water draining off your roof is causing a problem, gutters can help direct the runoff away from your house.
  - The County Hazard Mitigation Program also has copies of (or can provide access to) design publications that may assist in floodproofing and repairing your home or business. You also may request a staff member visit your property for further information on retrofitting, remodeling and other topics.
  - Contact the Hazard Mitigation Program by calling (813) 307-4511 or visiting them at the address listed in the back of this publication.

### FLOODPLAIN PERMIT REQUIREMENTS

The Flood Damage Control Regulations of the County Land Development Code and Construction Code are intended to restrict or prohibit use and/or construction that are dangerous to health, safety, property and the general welfare from increases in erosion, flood heights or fast-flowing water.

New construction or substantial improvement of any residential structure in the special flood hazard area is required to have the lowest floor elevated to or above the Base Flood Elevation, plus a freeboard requirement of no less than six (6) inches and up to three (3) feet depending on the building's designated risk category.

An elevation certificate that is prepared, signed and sealed by a registered land surveyor will be required. If needed, copies of elevation certificates for structures built after 1991 that were permitted in the high-risk flood zone may be available at the phone number below. Elevation certificates do not have all the information required to get the best flood insurance policy and may not be sufficient if requested. Therefore, a certified surveyor will need to complete a new elevation certificate.

Development in a Coastal High Hazard Area or a Flooded Area is regulated by the codes mentioned above. New developments may have additional requirements that must be met.

Blank elevation certificates and flood zone determinations are available through Building Services Division by calling (813) 307-4441.

### DRAINAGE REQUIREMENTS

One way to reduce flooding around your property is to ensure that water drains correctly. Here are some tips on improving drainage:

- Do not place any debris - lawn trash or otherwise - in stormwater inlets, ditches, or other waterways. Dumping into the drainage system can easily create blockages that result in flooding during a severe rain - the house your flood may be your own!

Also, it is a violation of the Hillsborough County Environmental Protection Commission (EPC) Waste Management Rule 1-7 and Stormwater Ordinance 94-15 to dump anything into any public drainage system. Contact the EPC at (813) 627-2600 if you witness dumping.

- Always check with Development Services Department's Natural Resources Section at (813) 272-5600 before you make changes, such as grading, filling or construction on your property.

### FLOOD SAFETY & INFORMATION

Stay away from flood waters! The number one cause of death during floods is drowning. High water often conceals storm drain inlets and the depth of ditches.

### Driving in Flooded Areas

More people drown in their cars than anywhere else. Drive around flooded intersections or choose another route. Water depths of 6 to 10 inches are enough to ruin an engine and carry away your car in fast-moving flood waters.

### Danger Of Electricity

Do not touch electrical wires and never use electrical equipment or appliances that have been in contact with flood water. Turn off your electricity, check for gas leaks, be alert for animals, and watch your step for hidden hazards.



### Flood Emergencies

If you have a flooding emergency or drainage problem on your property or nearby road, call the County's Public Works Department at (813) 625-5400 for help.

If maintenance of a County-owned drainage system is required, they can handle it. If the system is not maintained by the County, they can refer it for further investigation. They can also explain ways to reduce the chance of flooding and prevent damage on your property.

There is also extensive emergency information in free "Hurricane Guide" provided to the public, which are typically available June through November at County facilities and other locations, such as post office.

### FUNCTION OF FLOODPLAINS AND WETLANDS

Although much of this brochure talks about the concerns surrounding our County's floodplains, they also serve a positive function in our environment. These areas are necessary to receive, store and discharge water runoff, and help with our groundwater supply. They also provide habitat for plants and animals and help to buffer the land from hurricanes and storm surge.

Because of the benefits of floodplain areas and wetlands, there are several government efforts to protect them, the Environmental Protection Commission through County Implementations and enforcement of the National Flood Insurance Act, which includes reviewing residential rules, if they will impact wetlands, requiring mitigation of destroyed wetlands, and repair of affected wetlands. County residents also voted in 1987 to dedicate a portion of property taxes to purchase environmentally-significant land in Hillsborough County through the Jan K. Platt Environmental Lands Acquisition and Protection Program (ELAPP). Since its inception, ELAPP has preserved more than 60,000 acres of land.

Additionally, with assistance from FEMA, the County's floodplain management program purchases repetitively flooded land to reestablish natural systems, where practical.

All of these floodplain and wetland management programs also lower the cost of flood insurance for County residents, because the National Flood Insurance Program gives discounts to communities that undertake activities to reduce their flooding risk.

### FLOODPLAIN MANAGEMENT PLAN

For more information about the County's Floodplain Management Plan, go to: [www.HillsboroughCounty.org/FloodMaps](http://www.HillsboroughCounty.org/FloodMaps). If you would like to provide input on better ways for the County to assist you with flood protection, a comment form also is available on the website listed above. We appreciate your help and your comments.



Activity 330  
Outreach Strategy

**REVIEW OF THE COUNTY’S PARTICIPATION WITH THE NATIONAL FLOOD INSURANCE PROGRAM, 2013-2014 -- PUBLIC INFORMATION PROGRAM STRATEGY EVALUATION**

Ongoing progress working with a working group and the community led to this report, which was discussed in public forums on fourteen (14) occasions, which included the annual Hillsborough County Neighborhood Conference, the annual Hurricane Exposition, the Local Mitigation Strategy Working Group (LMSWG), and public outreach sessions associated with the update to the Local Mitigation Strategy and Floodplain Management Plan. The LMSWG and its Community Rating System Subcommittee met during regularly scheduled meetings to discuss flood-protection and flood-outreach initiatives as required for the National Flood Insurance Program Community Rating System (CRS) program. Additionally, Hillsborough County has joined with other Tampa Bay area communities within Pinellas and Hillsborough Counties in reviewing outreach opportunities within a bay-area Community Rating System Regional Committee (Committee). The Committee is a loosely organized group of interested communities that are working to eventually create homogenous messages regarding flood protection and flood resiliency. This has been partially accomplished through some of the same members that work with local CRS committees and local emergency management offices; whereby, the regional Hurricane Guide was modified to incorporate flood-protection and flood-warning outreach messages within the entire bay area. The Committee at this time is continuing to gain an understanding of how best to implement outreach messages and programs.

**Activity 330 – Public Outreach Strategy (OPS)**

Goals of the Community’s Public Information Program Strategy: The evaluation of the Public Outreach Strategy is included as part of the documentation for Activity 510, Floodplain Management Planning. As a “Class C” community with more than ten (10) repetitive flood loss structures in the community, the County is required to annually evaluate its plans and thus the review of outreach activities is included as part of that document. Transparency of all phases of any planning process is the identification of a guiding goal, which also serves to guide the County’s Hazard Mitigation public outreach process. It is required of Hillsborough County agencies to conduct outreach programs that a “marketing plan” be created. This is to ensure the County’s Communications Department has the ability to verify that outreach is performed pursuant to administrative processes with respect to operating procedures in meeting with, and providing notices to, the public. Such a plan remains valid and has been approved for use in working with residents impacted by the Special Flood and Coastal High Hazard Areas, and repetitive flood-loss areas.

There is a guiding goal within the Local Mitigation Strategy (the all-hazards guiding document) and a number goals have been approved through the planning process in which floodplain management objectives and action items have been implemented (Floodplain Management Plan, Tables 9 through 13). The guiding goal and four objectives are a part of the Local Mitigation Strategy (LMS) and are listed in Section V, Page V-1 of the LMS and in the Floodplain Management Plan (FPMP) in Table 9, which are accompanied by goals and objectives that have been adopted to specifically address floodplain management.

**LOCAL MITIGATION STRATEGY GUIDING PRINCIPALS**

<b>MITIGATION</b>	<b>GUIDING PRINCIPAL</b>	<b>DESCRIPTION</b>
OBJECTIVES	Public Education	Increase public awareness in the use of mitigation programs and techniques to reduce the impacts of natural and society-based hazards.
	Coordination	Coordinate public and private sector participation in identifying and managing and/or implementing mitigation projects and measures throughout Hillsborough County.
	Development Management	Identify and implement a combination of regulatory, incentive and initiative programs that will reduce potential loss and would encourage participation in ongoing hazard mitigation.
	Critical Facilities	Develop and maintain an inventory management system on all data affecting hazard mitigation.

County agencies have acclimated to many of the agency format changes and positions continue to be added back into the workforce. The Hazard Mitigation team has been approved to regain one planning position, which will assist in the reorganizing and formatting the process to catch-up with deficient areas associated with implementing the NFIP and the CRS program. The addition of the planning position will assist in addressing activities that are in need of having requirements met and in working to sustain the current level of participation. Without such up to May 2014, has led to challenging opportunities that some have become apparent in sustaining maintenance to the program and in meeting annual report and program activities.

Activity 330, Annual Evaluation of Public Information Program, projects implemented to meet these goals: The County has an Outreach Strategy group, which is formally called the Local Mitigation Strategy Working Group, Community Rating System Subcommittee. This Committee meets no less than semi-annually to review progress of objectives and any possible changes to the strategy. During the 2013-2014 reporting period, the Local Mitigation Strategy (LMS) Working Group met as the Community Rating System Committee and did discuss the CRS Outreach Strategy, which the community agreed upon tasks that were approved during the beginning of the reporting period. The County has met all of the objectives that were possible.

Community outreach has become a staple of almost every government entity and flood protection, water quality, and preparedness methodologies are provided by government and public/private partnerships. Hillsborough County conducts meetings at locations easily accessible by the public, such as community service centers, libraries, and schools. In the past, there have been versions of these meetings that focus on the Hispanic community to help overcome language barriers and educate those portions of the residents that would otherwise not receive assistance in these matters. The Public Works Department sponsors the Adopt-A-Pond program that provides team members that will meet with local neighborhoods to educate residents on how to protect and monitor lakes and ponds. There is also the Citizen Corps Council that works through local law enforcement, fire departments, and other associated agencies; whereby, members of such travel to community areas to teach residents how to prepare, respond, and recover from disaster (flooding events included). Added, during the Spring 2013, the County and City of Tampa sponsored a severe storm (hurricane) exposition at the Museum of Science and Industry, which did allow parents and children to visit the Disasterville exhibit that allows visitors to experience the affects of various disasters and teaches them how to reduce their vulnerabilities.

Additionally, and in the past two years, Congress has passed bills that affected those that obtained Federal flood-insurance policies. The Hazard Mitigation team did perform outreach for residents, but mostly with internal agencies to assist in educating staffs on changes and potential impacts to the community. Under respective changes, the unincorporated area has approximately 20,000 property owners affected. With this educational process, the Hazard Mitigation team provided educational sessions to the Flood Control Board (and Building Board of Adjustments), Building Code Trade Boards, and the Citizen Advisor Council.

In short, the County and its residents are much better educated through various mediums, such as community meetings, community training sessions, government television channels, internet sites, mailings to property residents and businesses within the Special-Flood and Coastal-High Hazard Areas. Although the existing strategy remains in place, efforts of the many other agencies interested in educating and protecting the public have met and exceeded many of the goals of the original strategy.

Projects Implemented to Attain Floodplain Management Guiding Goals:

1. Conducted Community Rating System (CRS) Committee meetings. Information regarding the CRS strategy was disseminated early in the year, along with the list of actions, to review for modifications and for approval. Added, the action plan and requirements of 27P-22.004, Florida Administrative Code (past reference: 9G-22) were reviewed. As identified in the past year, the local Construction Code that includes the Flood Damage Control Regulations were reviewed due to changes to remain compliant with of changes under the Florida Building Code. During this reporting period, the Hillsborough County Stormwater Technical Manual was updated to allow a difference in berm dimensions, which such change did not effect retention- or detention-pond freeboard requirements. The CRS Strategy was approved by the CRS Committee, the LMSWG and the Steering Committee -- Disaster Recovery Committee (now called the Operations Group). In the discussion as a follow-up to the previous year, information regarding repetitive flood-loss areas and the potential of flooded roads under the Metropolitan Planning Organization within in

ACTIVITY  
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Hillsborough County following a storm event were discussed. Local road flooding information is modeled and is available through the Engineering and Environmental Services agency of the Public Works Department.

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2. Provided written notification to property owners that are within Special-Flood and Coastal-High Hazard Areas, and repetitive flood-loss areas as identified within the Local Mitigation Strategy.
  3. Provided brochures and publications to property owners through media, mail and resource libraries at selected buildings throughout the county; however, the previous schedule mailout did not occur due to transitions with financial systems, staff, programs, and program funding. Maintenance to resource libraries continues to be limited and at times delayed due to resource constraints. Brochures and publications address local flood hazards, flood insurance, flood protection and mitigation, regulations, and availability and location of flood mapping information.
  4. Performed five public outreach meetings to gain insight whether information with flood and other risks are provided in a manner that the community understands and requested public comment regarding recommended courses of action to reduce flood and other threats.
  5. Presented at various business and community meetings regarding hazards facing residents. Additionally, participation was with the Neighborhood Conference and the annual hazard preparation exposition conducted at the Museum of Science and Industry. The total number of meetings exceeded 25 for the year in which residents were educated regarding flood and other risks and vulnerabilities.
  6. Implemented the Strategy that included continuing to participate in the annual publication and distribution of the *Hurricane Guide for the Tampa Bay Region*. The Hurricane Guide has a design that is brought together through the Tampa Bay Regional Planning Council, but is specifically published and distributed by respective counties. This is the fourth year in which the Hurricane Guide has received an update to better address messages associated with flooding.
  7. Provided educational information through media avenues, such as through a newsletter/utility bill mail-out.
  8. The local Telephone Company continued to illustrate flood hazard areas within the local telephone book.
  9. Provided informational and educational training associated the hazard mitigation (includes NFIP and flood topics) program. The County re-hiring the Senior Planner position that provides assistance directly to the program.
  10. Verified information available through the Main Branch of the County Library System.
  11. Worked with the Florida Floodplain Managers Association to provide training.
  12. Updated web-based information with respect to providing flood protection information to residents. The County's web page continues to provide the ability to residents and businesses to view flood hazards with respect to an individual structure. This included working with the USGS and the NWS in placing information on the web and releasing press release regarding: stream gauges and potential stillwater elevation changes from NOAA and the Army Corps of Engineers due to increases associated in sea level rise.
  13. Provided updates and met with the Steering Committee.
  14. The County did not adequately assess the community during this past year for needs associated with floodplain management and all-hazards assessments; however, the County will begin updating the all-hazards plan in the coming year.
  15. Conducted an annual exercise to test response activities and warning systems.

In addition, the County did perform added assessments regarding flood protection during the past year that included:

16. The County supported reviews of the Local Mitigation Strategy project lists to determine if any updates were needed. The LMSWG was convened to discuss and review mitigation projects.
17. The County participated in 11 Neighborhood expositions in which Neighborhood Relations and Hazard Mitigation discussed flood and other risks with neighborhoods and regional areas.
18. The County completed work with two severe repetitive-loss property owners in submitting applications through the E-grants system for requests for grants to fund severe-loss mitigation projects. One grant application has been received and the team anticipates one more before the end of the fiscal year.
19. The County is in review of potential conditions that may arise from the increase in the still-water elevation within the bay over the next two to three planning horizons (25, 50, and 75 years). The County continues to work with the statewide Focus Group that is studying potential impacts from climate changes to local communities that includes determining impacts from the increase in sea-level. Recently, the Board of

County Commissioners directed staffs from various agencies to work together regarding sea level increase and climate change.

20. The County has identified a need to include bridge fortification on the LMS project listing, which will better protect bridge approaches to a higher standard and protect such from erosion and failure.
21. The County continues to look into the manner in which the Critical Facility protected database will provide access to local jurisdictions for maintenance and updating.
22. The County entered into a project with the National Oceanic Atmospheric Association to review a program to assist the Port of Tampa becoming more resilient to flood disasters. This project is currently managed through the Coastal Service Center with no request of assistance at this time from the County.
23. The County has conducted numerous meetings regarding updates to 17 Watershed Master Plans. Respective studies will be used to update FIRMSs within three years.
24. The County is waiting for the quality-assurance results regarding FEMA's work to update coastal Flood Insurance Rate Maps. It is anticipated coastal DFIRMS will be updated within three years, which may include added base-flood elevation heights due to more detailed and accurate models used in the study of coastal flooding. Staff is working with FEMA to keep the community aware of potential changes in maps and base-flood elevations.
25. The County Congressional liaison has met with Public Works and Hazard Mitigation team members to review affects to the community from changes to the National program due to the NFIP Reform ACT. The Hazard Mitigation team continued to work with the Geomatics team to review potential affects to coastal property owners.
26. The County entered into a collaborative project with the Metropolitan Planning Organization to address resiliency of Hillsborough County transportation systems susceptible to storm surge with the Federal Highway Administration.

Were any projects not implemented or objectives not reached. The following are activities that did not fully meet objectives:

1. Each year the County sends repetitive flood-loss property owners a letter illustrating available programs, which the County's staff provides follow-up to interested parties. However, during this year, the County's team concentrated in working with current grants and working with teams involved with a transition associated with financial systems. Respective outreach is occurring for the 2013-2014 period, but it was missed for the 2012-2013. The County anticipates having two outreach programs performed within a close time period.
2. Each year the Hazard Mitigation Program (Program) has integrated activities with other agencies to provide information at various citizen meetings, which includes Hispanic community meetings. These events are at schools, churches, and other areas with easy access for the public. Communications with the Hispanic liaison did occur; however, coordination with specificity under the Floodplain Management Program was minimal.
3. The County works with community planners in the development of community plans; whereby, risks and flood mitigation techniques are identified to be incorporated to some extent into community plans. Because of resource constraints, respective collaboration was minimal, but the South Shore community did benefit in having risks and areas of vulnerability identified.
4. The County has maintained National Flood Insurance Program (NFIP) resource libraries within local permitting offices to a very limited degree. Added materials have been requested to be ordered and the revised website will further capabilities in allowing the community to have quick access to flood-protection documents from the Hillsborough County website. Additionally, there does not seem to be a demand for written materials as in past years. This lack of demand for material has made this more of a per request system. The materials are taken to meetings and other community events. Also, citizens may request materials through any of the County's Development Services offices and the principal Engineering and Environmental Services Office.
5. As part of the educational program, information was minimal with respect to having program statements and materials disseminated through media avenues, utility-bill notifications, and by providing links to FEMA ([www.fema.gov](http://www.fema.gov)) and the State of Florida ([www.floridadisaster.org](http://www.floridadisaster.org)).

What new projects should be implemented and what projects or objectives should be revised that are not included within the aforementioned section:

1. The Local Mitigation Strategy Working Group, Community Rating System (CRS) subcommittee review programs within the Strategy. This activity will be coordinated with other regional Local Mitigation strategy Working Groups and through work conducted through the Regional CRS Committee; whereby, ISO and FEMA are available to assist to a greater extent. More important, the area CRS Coordinators would benefit from putting more of an effort into developing uniform messages regarding flood protection, safety, and mitigation.
2. The process will become better coordinated with the Neighborhood Relations Program as the Citizen Corps Council becomes involved more to disseminate information to neighborhoods. The coordination effort is underway; however, it is performed on an incremental basis due to resource constraints. During the 2014 period, the Hazard Mitigation team has re-initiated work with the Federal Alliance for Safe Homes (FLASH, Inc.) to better build risk-reduction resources for use within the community.

This section of the report serves also to outline the Action Plan for implementation of the Hillsborough County participation with the National Flood Insurance Program Community Rating System. The next section will reiterate this statement; however, an outreach plan with minimum task similar to that within Section I of the LMS has been included to identify minimum actions that are performed to varying degrees during the year through the Public Outreach process. Items within this section of this report, when used together with the previous information serve as actions to implement the Hillsborough County Floodplain Management Plan.

### **Continued Action Plan**

Taking into consideration the existing resource constraints experienced by Hillsborough County, and the realization that all floodplain-management activities are conducted through operating budgets of various County departments, the aforementioned section outlines those annual tasks that were performed or implemented in the adopted Hillsborough County Floodplain Management Plan.

The Floodplain Management Plan (FPMP) action items are referenced within the Local Mitigation Strategy (the Floodplain Management Plan) Section 5. This section and referenced tables of this report and that of the Local Mitigation Strategy are, in fact, past and current tasks and programs used to implement the County's participation with the National Flood Insurance Program Community Rating System (NFIPCRS). As outlined and adopted within the Local Mitigation Strategy, the Action Plan continues to be used into the future until such time it is modified or repealed.

Hillsborough County's participation with the National Flood Insurance Program Community Rating System (NFIPCRS) requires specific tasks to be met and reviewed following an annual and three-year cycle. To ensure maintenance to the program and to ensure implementation of activities in which the County receives credit under the NFIPCRS program, the following activities will be performed to no less than the level in which Hillsborough County can sustain the current nationally recognized classification (rating) of "5" or to the level in which staff is approved to seek a NFIPCRS classification of "4". The rating of 5 currently benefits unincorporated residents and businesses with an aggregate amount greater than \$6 million. Additionally, this standing requires Hillsborough County to also sustain its ISO Building Code Effectiveness Grading Schedule (BCEGS) Classification of 4/4. The following is a summary of those items in which the County will continue seeking credit as approved by the Board of County Commissioners:

- Activity 310 – Elevation Certificates: The Building Services Division maintains elevation certificates for new and substantially improved buildings. Copies of elevation certificates are made available upon request. Elevation Certificates are also kept for post-FIRM buildings. The County continues to track development and maintains stored records associated with the SFHA. This year a total of 323 permits were issued within the Special Flood and Coastal High Hazard Areas with 123 issued for new and/or substantially improved residential and commercial structures within the SFHA
- ▪ Activity 320 – Map Information Service: Credit is provided for furnishing inquirers with flood zone information from the community's latest Flood Insurance Rate Map (FIRM), publicizing the service annually and maintaining records

- ▪ Activity 330 – Outreach Projects: A community phone book is delivered to all properties in the community on an annual basis. An outreach brochure is mailed annually to all properties in the community's Special Flood and Coastal Hazard Areas (SFHA and CHHA). The community also provides flood information through an outreach program strategy
- Activity 350 – Flood Protection Information: Documents relating to floodplain management are available in the reference section of the Hillsborough County Public Library. Credit is also provided for floodplain information displayed on the community's website
- ▪ Activity 360 – Flood Protection Assistance: The community provides technical advice and assistance to interested property owners and annually publicizes the service
- Activity 410 – Additional Flood Data: Credit is provided for conducting and adopting flood studies for areas not included on the FIRMs and that exceed minimum mapping standards. Credit is also provided for a cooperating technical partnership agreement with FEMA
- Activity 420 – Open Space Preservation: Credit is provided for preserving approximately 49,307 acres in the SFHA as open space. Credit is also provided for open space land that is deed restricted and preserved in a natural state
- Activity 430 – Higher Regulatory Standards: Credit is provided for enforcing regulations that require freeboard for new and substantial improvement construction, cumulative substantial improvement, protection of critical facilities, protection of floodplain storage capacity, natural and beneficial functions, enclosure limits, other higher regulatory standards, and land development criteria. Credit is also provided for enforcement of state mandated regulatory standards, for a BCEGS Classification of 4/4, for enforcement of the Florida Building Code, and for staff education and certification as floodplain managers
- Activity 440 – Flood Data Maintenance: Credit is provided for maintaining and using digitized maps in the day to day management of the floodplain. Credit is also provided for establishing and maintaining a system of benchmarks
- Activity 450 – Stormwater Management: The community enforces regulations for stormwater management, freeboard in non-SFHA zones, soil and erosion control, and water quality
- ▪ Activity 502 – Repetitive Loss Area: The County continues to send information to repetitive flood loss property owners and areas. Added, the County provides notice to greater than 21,000 property owners within respective areas to increase awareness of the high risk to flooding. The number of repetitive flood-loss structures has been reduced from previous reports due to the manner in which the State and FEMA review such for participation within Hazard Mitigation Assistance programs
- ▪ Activity 510 – Floodplain Management Planning: Based on the updates made to the NFIP Report of Repetitive Losses, 215 repetitive loss properties and is a Category C community for CRS purposes. All requirements for the 2013 cycle have been met, but the team has not performed a comprehensive review of the AW 501 list in 2014. Additionally, the State of Florida has identified under the HMA program that County has 61 repetitive flood-loss structures with 33 of those identified as severe-loss. Credit is provided for the adoption and implementation of the Floodplain Management Plan -- as a Category C community with an approved Floodplain Management Plan, a progress report must be submitted on an annual basis
- Activity 520 – Acquisition and Relocation: Credit is provided for acquiring and relocating buildings from the community's flood hazard area
- Activity 530 – Flood Protection: Credit is provided for buildings that have been floodproofed, elevated or otherwise modified to protect them from flood damage. One additional building has been included with the program in the past year
- Activity 540 – Drainage System Maintenance: A portion of the community's drainage system is inspected regularly throughout the year and maintenance is performed as needed by Hillsborough County Public Works Department. Records are being maintained for both inspections and required maintenance. Credit is also provided for an ongoing Capital Improvements Program. The community also enforces a regulation prohibiting dumping in the drainage system
- ▪ Activity 610 – Flood Warning Program: Credit is provided for a program that provides timely identification of impending flood threats, disseminates warnings to appropriate floodplain residents, and coordinates flood response activities. Credit is also provided for the designation as a Storm Ready Community by the National Weather Service
- Activity 630 – Dam Safety: All Florida communities currently receive CRS credit for the state's dam safety program

Also included with the Action Plan are those projects approved with the LMS, Appendix G and Attachment 20. Respective projects are listed and have been ranked for floodplain management purposes.

### **Continued Implementation, Evaluation and Revision Process**

Procedures for monitoring and recommending revisions to the plan: The Floodplain Management Plan (FPMP) is maintained pursuant to the annual reporting process required with the annual submittal of the AW 214 form (and form 230 associated with the three-year cycle visit), which is the annual certification of Hillsborough County's continued participation with the National Flood Insurance Program Community Rating System (NFIPCRS). Additionally, the Local Mitigation Strategy (LMS) pursuant to 44 CFR Part 201 (Attachment N of the LMS -- LMS Adopting Ordinance) continues to be maintained on an annual basis pursuant to Florida Administrative Code (9G-22, FAC). Within the LMS, Section VII establishes a process in which the LMS and FPMP will be maintained and updated. Although, the LMS is required to be updated once every three (3) years, the FPMP will be updated using the LMS and NFIPCRS processes. The update will be updated once every three years or as otherwise identified in the CRS Manual. The process in which the FPMP will be maintained includes adherence to:

- Completing NFIPCRS activities to maintain the County's participation with the National Flood Insurance Program and Community Rating System, which includes performing activities included with AW 214 (AW 230 with the three-year cycle visit), reviewing and completing AW 501 forms, and activities identified within the aforementioned Action section of this Plan as updated with the supplement to the Local Mitigation Strategy, Floodplain Management Plan -- Appendix O
- Completing activities pursuant to 27P-22.004, Florida Administrative Code
- Having the Board of County Commissioners approve the annual membership to the Local Mitigation Strategy Working Group that also serves as the CRS Committee
- Implementing the annual update to the Local Mitigation Strategy pursuant to Section VII (page VII-1): LMS Plan Maintenance pursuant to required timeframes, procedures for monitoring and evaluating activities identified with the LMS action plan (LMS, Section VII, pages VII-2 through 5)

The same planning committee does perform evaluations. Staff support for monitoring and recommending plan changes will still be conducted through the existing Local Mitigation Strategy Working Group (LMSWG). This group is the existing planning committee that updated the Local Mitigation Strategy that serves as the Floodplain Management Plan (FPMP) and was requested to comment on the FPMP's supplement during the time in which the FPMP was updated. The Committee for Floodplain Management Plan is expected to remain the same; however, there may be some limited personnel changes due to attrition or reductions within local governments that serve the committee. The Committee is referenced within the Acknowledgement Section of the LMS and in the LMS, Section 1, and pages I-9 through 13.

The planning committee qualifies under 511(2)f. and g, which is the LMS Working Group. As the planning committee, it is continued with authority under the LMS adopting resolution and pursuant to Florida Administrative Code, 27P-22.004. The committee will remain with representatives from the business community and it will continue to have representation from citizens. Additionally, membership will continue to have representation that live or work in, or near, flood-hazard areas that include some of the County's repetitive flood-loss areas.

With respect to plan maintenance, it is part of a continuing assessment performed by Hillsborough County's Hazard Mitigation Program; whereby, the following is a part of a continuing program to review and update: policies, programs and plans as part of adopted growth management initiatives, floodplain management strategies, and countywide emergency management plans. Any updates to the critical facilities, repetitive flood loss or hazards analysis will be reflected on all maps as required. Plan Maintenance and Updating are also adopted actions and are identified within the LMS -- Plan Implementation / Action Plan, Vii-3.

Activity 360  
Outreach to Others

Hillsborough County, FL - Official Website - Windows Internet Explorer provided by Hillsborough County ITS

http://www.hillsboroughcounty.org/Calendar.aspx?Keywords=Local%20Mitigation%20Strategy&startDate=10/1/2012&endDate=9/30/2014&CID=30

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**More Details**

**Hillsborough County Emergency Operations Group 'RESCHEDULED'**  
 May 27, 1:00 PM @ Hillsborough County Emergency Operations Center  
 The Hillsborough County Emergency Operations Group also serves as the Steering Committee to the Local Mitigation Strategy Work Group.  
[More Details](#)

**Local Mitigation Strategy Working Group**  
 May 29, 1:30 PM @ County Center  
 The purpose of this meeting is to review the final phase of the Federal Highway Administration Resiliency Pilot Project and discuss other LMS\_WG business.  
[More Details](#)

**Contract Negotiations With AFSCME Union**  
 June 5, 10:00 AM @ County Center  
 A contract negotiation session (Pursuant to Florida Statute 285) between Hillsborough County and the American Federation of State, County and Municipal Employees (AFSCME) local 167, is scheduled for Thursday, June 5, at 10:00 a.m., in Conference Room D, on the 26th Floor, of County Center, located at 801 E. Kennedy Blvd. in downtown Tampa, Florida 33602.  
[More Details](#)

**Contract Negotiations With EMPACCT Union 'TIME CHANGE'**  
 June 6, 2:00 PM @ County Center  
 This contract negotiation session (Pursuant to Florida Statute 286) is between Hillsborough County and the Emergency Medical Personnel and Critical Care Technicians (EMPACCT) Local 3525.  
[More Details](#)

**Health Care Committee of the Violence Prevention Collaborative To Meet**  
 June 9, 9:00 AM @ Conference Call  
 The Health Care Committee of the Violence Prevention Collaborative will hold a conference call at 9:00 a.m. on Monday, June 9, to discuss the Mental Health Task Force pilot project recommendations and how/when they are consistent with the Violence Prevention Collaborative's objectives and first prioritized strategy of Mental Health. The call-in number is 888-870-3525 and the participant code is 5489778618. The Health Care Committee will report its discussion to the Violence Prevention Collaborative at its regularly scheduled meeting on June 12, at 1:00 PM.  
[More Details](#)

**Contract Negotiations With AFSCME Union**  
 July 31, 3:00 PM @ County Center  
 A contract negotiation session (Pursuant to Florida Statute 285) between Hillsborough County and the American Federation of State, County and Municipal Employees (AFSCME) local 167 will occur.  
[More Details](#)

**Local Mitigation Strategy Working Group**  
 August 5, 10:00 AM @ County Center  
 The purpose of this meeting relates to the 2015 update of the Local Mitigation Strategy and related Floodplain Management Community Rating System (CRS) program as well as other LMS Working Group business.

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ACTIVITY 360



# Public Information Meetings Countywide Hazards and Flood Plan Update

A series of meetings will be held in several areas of the county to provide residents in all of Hillsborough County, including Tampa, Temple Terrace and Plant City, information about the 2014 update to Hillsborough County's Local Mitigation Strategy and Floodplain Management Plan (LMS).

The LMS is the "all hazards" guide developed to provide the community information as to what risks, both natural and human-made, they face while living in Hillsborough County and mitigation techniques residents and businesses can implement to help lessen and even eliminate the risks. Hazards in Hillsborough County include floods, wildfires, tornados, thunderstorms, and hurricanes.

The meetings will have an open house format. Public Works Hazard Mitigation staff will:

- Answer questions and receive suggestions from residents
- Present the process of how the 2009 LMS is being updated
- Provide information about what local government is doing to mitigate hazards
- Explain how residents can take action to protect their family, business, and property

All meeting facilities are accessible in accordance with the Americans with Disabilities Act. Additional necessary accommodations will be provided with a 48-hour notice. For more information, call Steve Valdez, Citizen Engagement Manager, at (813) 272-5275. TTY: (813) 301-7173. *Para información, llamar al (813) 272-5275.*

**HILLSBOROUGH COUNTY**  
*Board of County Commissioners*

## Attend any of the following meetings:

**Monday, Aug. 18 at 6:30 p.m.**  
SouthShore Regional Service Center  
410 30th St. SE, Ruskin

**Thursday, Aug. 21 at 6:30 p.m.**  
Mango Recreation Center  
11717 Clay Pit Road, Seffner

**Monday, Aug. 25 at 6:30 p.m.**  
University Area Community  
Development Corporation  
14013 N. 22nd St., Tampa

**Monday, Sept. 8 at 6:30 p.m.**  
Bloomingdale Regional Public Library  
1906 Bloomingdale Ave., Valrico

**Monday, Sept. 15 at 6:30 p.m.**  
Upper Tampa Bay Regional Library  
11211 Countryway Blvd., Tampa

For more information on the County's Hazard Mitigation Programs, visit [www.HillsboroughCounty.org/HazardMitigation](http://www.HillsboroughCounty.org/HazardMitigation).

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## Flood Maps / Floodplain Management

Floodplain-Related Construction Information

Eastern Delaney Creek Flood Map Update

Flood Map Viewers

Flood Insurance Information

National Flood Insurance Program Reform Act

Flood Maps/Floodplain Glossary of Terms

Flood Maps Comments / Appeals

Vertical Datum

NOAA Sea Level Increase Assessments

Sea Level Scenarios Sketch Planning Tool

### Overview

In August 2008, new flood hazard maps became effective for Hillsborough County (also known as Flood Insurance Rate Maps or FIRMs). The new maps were the result of a multi-year effort by the County and the Federal Emergency Management Agency (FEMA), in cooperation with the cities of Tampa, Temple Terrace, and Plant City and various community partners. These updated digital flood maps will allow property owners to make better financial decisions about protecting themselves and their property. The maps also will help community officials, engineers, builders and others to make important determinations about where and how new structures and developments should be built. As a result, Hillsborough County will be a safer place to live.

After reviewing the maps, if you feel the flood map boundaries are incorrect on your property, you can apply for a Letter of Map Amendment. A Letter of Map Amendment (LOMA) is a federal document that identifies that there should be no flood insurance requirement placed on the mortgage holder's property because the primary structure and all attached areas (screen enclosures, garages, etc.) are out of the high-risk area. Elevation certificates or other documents may be used to demonstrate that the structure and the lowest adjacent grade are above the flood elevation or that the footprint of the structure is not within the horizontal boundary of the high-risk area. To learn more about the LOMA process, you can contact FEMA's Map Assistance Center at 877-336-2627 or visit the [FEMA website](#).

### Eastern Delaney Creek Area Flood Map Update

Hillsborough County recently completed a study of the flood risks for the Eastern Delaney Creek area of Palm River/Clair-Mel. Updated preliminary flood hazard maps are now available for viewing. Final updated flood maps for the area are scheduled to become effective in September 2013.

[More Information on the Eastern Delaney Creek Area Flood Map Update](#)

### Contact Us

For more information on the county's flood maps, call the Hazard Mitigation Section at 813-272-5600 or [submit an online comment](#).

### Additional Information

- [Community Rating System and Outreach](#)
- [Construction Information](#)
- [Final Map Action Summaries \(2008\)](#)
- [View Flood Maps Online](#)
- [Floodplain Management Plan](#)
- [Glossary of Terms](#)
- [High-Risk Flood Zone Resident Information Brochure](#)
- [Insurance Information](#)
- [Protest / Appeal Status](#)
- [Storm Surge/Hurricane Evacuation Maps](#)

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**BOCC Meeting Calendar**

**Internal Auditor Overview and Proposed Audit Strategy Workshop**  
 October 17, 1:30 PM - 3:30 PM @ 601 E. Kennedy Blvd. in downtown Tampa

[More Details](#)

**Local Mitigation Strategy Working Group**  
 March 11, 1:30 PM @ 601 E. Kennedy Blvd.

*CPS*

The purpose of the meeting is to discuss the Local Mitigation Strategy Governance and its updates, discuss results from the critical infrastructure identification exercise for the Federal Highway Administration Vulnerability Assessment and Adaptation Options Study.

[More Details](#)

**Citizen Corps Council**

**Citizen Corps Council Board and Membership Meeting**  
 May 28, 1:30 PM - 4:00 PM @ Emergency Operations Center - Media Room

Citizen Corps Council Board meeting for ½ hour with membership meeting immediately following. This meeting is open to the general public. Citizen Corps is FEMA's grassroots strategy to bring together government and community leaders to involve citizens in all-hazards emergency preparedness and resilience. Hillsborough County's Citizen Corps Council seeks resident to support its local disaster emergency responders by volunteering and training with their partner and affiliate organizations. For more information, contact Citizen Corps liaison William Twaite, Hazard Mitigation Program, at 813-276-8245.

[More Details](#)

**CITIZEN CORPS COUNCIL BOARD & MEMBERSHIP MEETING**  
 July 30, 1:30 PM - 4:00 PM @ EMERGENCY OPERATIONS CENTER - MEDIA ROOM

Citizen Corps is FEMA's grassroots strategy to bring together government and community leaders to involve citizens in all-hazards emergency preparedness and resilience. Hillsborough County's Citizen Corps Council seeks resident to support its local disaster emergency responders by volunteering and training with their partner and affiliate organizations. For more information, contact Citizen Corps liaison William Twaite, Hazard Mitigation Program, at 813-276-8245.

[More Details](#)

**Emergency Management Training Opportunities**

**G-775 Emergency Operations Center (EOC) Management and Operations**  
 May 28, 8:00 AM - 5:00 PM @ 2711 East Hanna Blvd.

This course examines the role, design, and functions of Emergency Operations Centers (EOC) and their relationships as components of a multi-agency coordination system. The course provides training about staffing and organization, information, systems, communications and equipment needs at the EOC; activating and deactivating the EOC operations; and EOC testing training and exercising. It uses activities and case studies about EOCs and multi-agency coordination systems at the local, State and Federal levels of government.

[More Details](#)

**G-775 Emergency Operations Center (EOC) Management and Operations**  
 May 29, 8:00 AM - 5:00 PM @ 2711 East Hanna Blvd.

This course examines the role, design, and functions of Emergency Operations Centers (EOC) and their relationships as components of a multi-agency coordination system. The course provides training about staffing and organization, information, systems, communications and equipment needs at the EOC; activating and deactivating the EOC operations; and EOC testing training and exercising. It uses activities and case studies about EOCs and multi-agency coordination systems at the local, State and Federal levels of government.

[More Details](#)

**G-358 Evacuation and Re-Entry Planning**  
 June 25, 8:00 AM - June 26, 5:00 PM

This course has been adapted specifically to Florida and our unique challenges. The Florida Division of Emergency Management (FDEM) worked in coordination with Federal Emergency Management Agency (FEMA) to design a course that will enhance our capabilities and understanding as it relates to Evacuation and Re-Entry. This is a great opportunity for all of us, please do not miss this course. Thank you.

Hillsborough County, FL - Official Website - Windows Internet Explorer provided by Hillsborough County ITS

http://www.hillsboroughcounty.org/Calendar.aspx?Keywords=Local%20Mitigation%20Strategy&startDate=10/1/2013&endDate=9/30/2014

Engage you Hillsborough County, FL - Official Website Sign In

**Transportation For Economic Development Public Meeting**  
December 2, 6:00 PM @ 11020 Park Drive

Business leaders and residents are invited to participate in a facilitated discussion about transportation planning for economic development and job creation in Hillsborough County. This public engagement meeting presenting key economic spaces and optimization strategies. The Transportation for Economic Development in Hillsborough County Initiative has brought local leaders from Hillsborough County, Tampa, Temple Terrace, Plant City and Hillsborough Area Regional Transit (HART) together to develop a plan for transportation needs to support job growth in our community. With the public's help, they are working to make existing job hubs successful, while promoting the creation of other job hubs in our community. Information on this project and dates for upcoming meetings throughout the county are available online at [www.HillsboroughCounty.org/TEO](http://www.HillsboroughCounty.org/TEO)

[More Details](#)

**FHWA Transportation Vulnerability Assessment Pilot Study Meeting**  
December 10, 2:15 PM - 4:30 PM @ 22nd Floor, Room 2202E

The purpose of this meeting is to review the annual Local Mitigation Strategy update requirements, approve submittals to the State as appropriate, review preliminary process that will be used to assess the susceptibility of certain transportation systems to potential future flooding, and review analysis of critical transportation infrastructure from the Federal Highway Administration Resiliency Pilot Project.

[More Details](#)

**Ceremony: Completion of the North 22nd Street Improvement Project**  
December 12, 10:00 AM - 10:45 AM @ University Area Community Center

Celebrate the culmination of many years of dedicated work by residents, community organizations, government agencies and local businesses to realize this main street of the University Area. The improvements on 22nd Street, from the University Square Mall to Bearss Avenue, include traffic calming, pedestrian and bicycle safety, and other features, such as adding curbing and gutters, widening sidewalks, on-street parking, bus bays, bicycle lanes, and street lighting and landscaping

[More Details](#)

**Contract Negotiations With IAFF Union Scheduled**  
January 16, 9:00 AM @ 26th Floor Conference Room D

A contract negotiation session (Pursuant to Florida Statute 208) between Hillsborough County and the International Association of Firefighters (IAFF) Local 2224 - Suppression Unit, is scheduled for Thursday, Jan. 16.

[More Details](#)

**Contract Negotiations With EMPACCT Union**  
March 13, 9:30 AM @ Medical Examiner's Office

A contract negotiation session (Pursuant to Florida Statute 208) between Hillsborough County and the Emergency Medical Personnel and Critical Care Technicians (EMPACCT) Local 3525. Prensa: Para información, llamar al 813-272-5314.

[More Details](#)

**Citizen Corps Council Board & Membership Meeting**  
March 20, 2:00 PM @ 2711 E. Hanna Ave.

Since 1961, FEMA's emergency preparedness, disaster response and recovery programs have helped protect lives and property in all kinds of emergency situations and

Local intranet | Protected Mode: Off

10:55 AM 06/26/2014

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www.hillsboroughcounty.org

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**August 6, 10:00 AM @ County Center**  
The purpose of this meeting relates to the 2015 update of the Local Mitigation Strategy and related Floodplain Management Community Rating System (CRS) program as well as other LMS Working Group business.  
[More Details](#)

**Hazards and Flood Plan Update**  
August 18, 6:30 PM - 8:30 PM @ 410 30th Street SE  
A series of meetings will be held in several areas of the county to provide residents in all of Hillsborough County, including Tampa, Temple Terrace and Plant City, information about the 2014 update to Hillsborough County's Local Mitigation Strategy and Floodplain Management Plan (LMS). The LMS is the "all hazards" guide developed to provide the community information as to what risks, both natural and human-made, they face while living in Hillsborough County and mitigation techniques residents and businesses can implement to help lessen and even eliminate the risks. Hazards in Hillsborough County include floods, wildfires, tornados, thunderstorms, and hurricanes.  
[More Details](#)

**Contract Negotiations With IAFF Union**  
August 21, 2:30 PM @ Medical Examiner's Office  
A contract negotiation session (Pursuant to Florida Statute 208) between Hillsborough County and the International Association of Firefighters (IAFF) Local 2294 - Suppression Unit, is scheduled.  
[More Details](#)

**Hazards and Flood Plan Update**  
August 21, 6:30 PM - 8:30 PM @ 11717 Clay Pitt Road  
A series of meetings will be held in several areas of the county to provide residents in all of Hillsborough County, including Tampa, Temple Terrace and Plant City, information about the 2014 update to Hillsborough County's Local Mitigation Strategy and Floodplain Management Plan (LMS). The LMS is the "all hazards" guide developed to provide the community information as to what risks, both natural and human-made, they face while living in Hillsborough County and mitigation techniques residents and businesses can implement to help lessen and even eliminate the risks. Hazards in Hillsborough County include floods, wildfires, tornados, thunderstorms, and hurricanes.  
[More Details](#)

**Hazards and Flood Plan Update**  
August 25, 6:30 PM - 8:30 PM @ 14013 North 22nd Street  
A series of meetings will be held in several areas of the county to provide residents in all of Hillsborough County, including Tampa, Temple Terrace and Plant City, information about the 2014 update to Hillsborough County's Local Mitigation Strategy and Floodplain Management Plan (LMS). The LMS is the "all hazards" guide developed to provide the community information as to what risks, both natural and human-made, they face while living in Hillsborough County and mitigation techniques residents and businesses can implement to help lessen and even eliminate the risks. Hazards in Hillsborough County include floods, wildfires, tornados, thunderstorms, and hurricanes.  
[More Details](#)

**Contract Negotiations With IAFF Union**  
August 28, 10:00 AM @ Medical Examiner's Office  
This contract negotiation session has been scheduled (Pursuant to Florida Statute 208) between Hillsborough County and the International Association of Firefighters (IAFF) Local 2294 - Suppression Unit.  
[More Details](#)

**Hazards and Flood Plan Update**

Local intranet | Protected Mode: Off | 10:56 AM 8/28/2014

Hillsborough County, FL - Official Website - Windows Internet Explorer provided by Hillsborough County ITS

http://www.hillsboroughcounty.org/calendar.aspx?Key=mediaLocal%20Mitigation%20Strategy&startDate=10/1/2013&endDate=9/30/2014&CID=38

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**Hazards and Flood Plan Update**  
August 25, 6:30 PM - 8:30 PM @ 14013 North 22nd Street

A series of meetings will be held in several areas of the county to provide residents in all of Hillsborough County, including Tampa, Temple Terrace and Plant City, information about the 2014 update to Hillsborough County's Local Mitigation Strategy and Floodplain Management Plan (LMS). The LMS is the "all hazards" guide developed to provide the community information as to what risks, both natural and human-made, they face while living in Hillsborough County and mitigation techniques residents and businesses can implement to help lessen and even eliminate the risks. Hazards in Hillsborough County include floods, wildfires, tornados, thunderstorms, and hurricanes.

[More Details](#)

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**Contract Negotiations With IAFF Union**  
August 28, 10:00 AM @ Medical Examiner's Office

This contract negotiation session has been scheduled (Pursuant to Florida Statute 286) between Hillsborough County and the International Association of Firefighters (IAFF) Local 2294 - Suppression Unit.

[More Details](#)

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**Hazards and Flood Plan Update**  
September 8, 6:30 PM - 8:30 PM @ 1906 Bloomingdale Avenue

A series of meetings will be held in several areas of the county to provide residents in all of Hillsborough County, including Tampa, Temple Terrace and Plant City, information about the 2014 update to Hillsborough County's Local Mitigation Strategy and Floodplain Management Plan (LMS). The LMS is the "all hazards" guide developed to provide the community information as to what risks, both natural and human-made, they face while living in Hillsborough County and mitigation techniques residents and businesses can implement to help lessen and even eliminate the risks. Hazards in Hillsborough County include floods, wildfires, tornados, thunderstorms, and hurricanes.

[More Details](#)

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**Hazards and Flood Plan Update**  
September 15, 6:30 PM - 8:30 PM @ 11211 Countryway Blvd.

A series of meetings will be held in several areas of the county to provide residents in all of Hillsborough County, including Tampa, Temple Terrace and Plant City, information about the 2014 update to Hillsborough County's Local Mitigation Strategy and Floodplain Management Plan (LMS). The LMS is the "all hazards" guide developed to provide the community information as to what risks, both natural and human-made, they face while living in Hillsborough County and mitigation techniques residents and businesses can implement to help lessen and even eliminate the risks. Hazards in Hillsborough County include floods, wildfires, tornados, thunderstorms, and hurricanes.

[More Details](#)

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**Viva Florida 500**

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**Homegrown in Hillsborough Festival**  
October 26, 10:00 AM - 3:00 PM @ John F. Germany Public Library

The Tampa-Hillsborough County Public Libraries will host the **Homegrown in Hillsborough Festival** on Saturday, Oct. 26 from 10 a.m. to 3 p.m. at the John F. Germany Public Library, 900 N. Ashley Drive in Tampa. This event will feature local talent and offers a day of fun for the family including: • Arts and Crafts (artists, artisans and architecture) • Words and Music (writers, musicians and dance) • Gastronomy (food, farmers and chefs) The Homegrown in Hillsborough Festival, part of the Viva Florida 500 celebrations, includes more than 50 programs with presenters, lectures, panel discussions, demonstrations, and exhibit tables on all four floors of the library and the auditorium. For more information about these and other FREE programs @ your library®, call 813-273-3652 or visit [hcolic.org](http://hcolic.org)

[More Details](#)

Local Intranet | Protected Mode: Off

10:56 AM  
08/28/2014

## Think Florida-Friendly when Landscaping

Whether you are an expert gardener or just getting started, you can help conserve water and protect the environment by implementing the nine principles of Florida-Friendly landscaping:

- 1) **Right Plant, Right Place:** Plants selected to suit a specific site will require minimal amounts of water, fertilizers and pesticides.
- 2) **Water Efficiently:** Irrigate only when your lawn needs water.
- 3) **Fertilize Appropriately:** Too much fertilizer can aggravate pest problems and plant disease, force excessive growth, and pollute the environment and drinking water sources.
- 4) **Maximize Mulch:** Maintain 2 to 3 inches of organic mulch over the roots of trees, shrubs and in plant beds to help retain soil moisture, prevent erosion and suppress weeds.
- 5) **Attract Wildlife:** Plants in your yard that provide food, water and shelter can help Florida's diverse wildlife thrive.
- 6) **Manage Yard Pests Responsibly:** Misuse of pesticides can harm people, pets, beneficial insects and organisms, and the environment.
- 7) **Recycle:** Compost and recycle grass clippings, leaves and yard trimmings to provide nutrients to the soil and reduce waste disposal.
- 8) **Reduce Stormwater Runoff:** Water running off your yard can carry pollutants that can harm water quality. Direct downspouts onto lawns or landscaped beds, make a rain barrel, and use materials like gravel and mulch for pathways.
- 9) **Protect the Waterfront:** Remove invasive exotic plants, plant native vegetation, and create a buffer zone at the shoreline where no chemicals are used.

For more information from the Hillsborough County Extension Service on Florida-Friendly landscaping and to find out about upcoming free workshops, visit [hillsborough\\_fyn.ifas.ufl.edu](http://hillsborough_fyn.ifas.ufl.edu).



## Convenient Ways to Pay Your Bill

The Hillsborough County Public Utilities Department understands that your time is a precious commodity. That's why we offer several options for paying water and wastewater bills in addition to mailing in your payment or stopping by one of our customer service centers. Save stamps and paper, too.

**Online** - view account information, make a credit card or ACH withdrawal payment, and set up automatic e-mail notification of your bill, by going to <https://iwr.hillsboroughcounty.org>. You can also opt for paperless billing.

**Recurring Bill Payment** - allows automatic withdrawal from your checking or savings account, or by credit card. Sign up by going to <https://iwr.hillsboroughcounty.org>.

**Pay-By-Phone** - use a credit card and pay 24 hours a day, seven days a week through the Automated Account Information system. Call 813-276-8526.

**Am Scout** - pay your water/wastewater bill at any location in Florida. A \$1 fee is charged by Am Scout. Payments made before 8 p.m. will be posted to your water/wastewater account the next business day. For Am Scout locations, go to [www.amscout.com](http://www.amscout.com).

For more information about any of these options, call Customer Service at 813-272-6680.

**Water Restrictions Violations** - Payments for water restriction violations must be mailed in the envelope provided with the citation, or in person at our Northwest or South-Central Customer Service Centers. Please do not pay water restriction violations online or by phone.



### COMMUNICATOR

Published quarterly by the Public Utilities Department. For more information about programs, services and activities of Hillsborough County government, visit: [www.HillsboroughCounty.org](http://www.HillsboroughCounty.org)

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Summer 2014



## COMMUNICATOR

Keeping You Informed About County Government

### Beware of "The Unflushables" To Flush or Not to Flush? That is the Question!

Wastewater collection systems are designed to take away used, dirty water from sinks, baths, showers, laundries and toilets. When you flush paper, plastic wastes and other items not easily shredded or dissolved, your Hillsborough County wastewater collection system can experience problems moving the wastewater to the treatment plant where it is cleaned and disinfected to protect public health and the environment.

"Unflushables" have the ability to clog not only the wastewater line on your property but also the County's wastewater pipes and pumps, which may cause an overflow from the collection system into homes, businesses, lakes, rivers and ponds.

How can you prevent sewer overflows? Easy! Don't flush these items, even if the label says "flushable":

- |                   |                             |                    |
|-------------------|-----------------------------|--------------------|
| • Baby wipes      | • Cotton balls/swabs        | • Medication       |
| • Bandages        | • Dental floss              | • Moist towelettes |
| • Cat litter      | • Diapers                   | • Paper towels     |
| • Cigarette butts | • Facial tissue             | • Personal wipes   |
| • Cleaning wipes  | • Fats, oils and grease     | • Plastic bags     |
| • Clothing        | • Feminine hygiene products | • Rags             |
| • Condoms         | • Incontinence pads         | • Razors           |

For more information on preventing sewer overflows, contact the Hillsborough County Public Utilities Department Pretreatment Team at 813-272-5977 or via email to [GotGrease@HillsboroughCounty.org](mailto:GotGrease@HillsboroughCounty.org). Find out about the program to collect and recycle residential cooking oil by visiting [HillsboroughCounty.org/CORE](http://HillsboroughCounty.org/CORE).

#### Inside:

- The Library Download
- Neighborhood Mini-Grants
- Start the Storm Season Safe
- Florida-Friendly Landscaping Tips

## The Library Download

Hillsborough County Public Libraries now offer free access to *Zinio* and *Hoopla*. These resources provide streaming and downloadable magazines, movies, audiobooks, TV shows and music albums for personal enrichment and entertainment.



*Zinio* offers hundreds of full-color, page-for-page digital magazines, always available to check out and download to a computer, tablet or smartphone with the free app. From the *American Craft* to *Yoga Journal*, the wide selection of current issues and back issues ensure there's always something to check out and flip through.

Using *Hoopla*, library card-holders can now borrow thousands of movies, television shows, music albums and audiobooks from major Hollywood studios, record companies and publishers.

Check out up to 10 items a month with *Hoopla*, and there's no limit to the amount of magazines you can use with *Zinio*. Free apps are available for both products, and you can get started at any Hillsborough County public library or at home with your library card at [www.hcplc.org](http://www.hcplc.org).



## Hillsborough Neighborhood Mini-Grants

Neighborhoods may now apply for mini-grants up to \$2,500 to fund projects to improve their communities and increase civic involvement. Mini-grants are available to fund a variety of community projects in both unincorporated areas of the County and the cities of Plant City, Tampa, and Temple Terrace. Previous grant-funded projects include shrub and flower planting, subdivision entrance signs, playground equipment, neighborhood festivals, crime watch programs, websites, newsletters and education activities.

Hillsborough County's Office of Neighborhood Relations is accepting applications through 5 p.m. on Aug. 8. For more information, call 813-272-5860 or visit [www.HillsboroughCounty.org/ONR](http://www.HillsboroughCounty.org/ONR).

## Rebate Program is Flush with Savings for Replacement Fixtures

Install an ultra-low-flow toilet and you'll save water and money.

Hillsborough County offers a rebate program to replace older, high-volume toilets with new, ultra-low-flow models.

Prior to 1994, the plumbing code allowed the installation of toilets that flushed with 3.5 gallons or more. Since then, the plumbing code specifies a maximum 1.6 gallon per flush standard. Family water use varies, but by making this change, the average household could save 20,000 gallons of water per year. This could lead to a significant reduction in the household's water bill, plus you can start saving instantly with the rebate program.



Rebate amounts vary, but generally, homeowners can receive up to a \$125 rebate for the first toilet replaced, up to a \$65 rebate allowance for the second fixture, and up to a \$40 rebate for the third. Installation allowances are also available if the toilet was installed by a licensed plumber. For commercial properties, business apartments, duplexes, etc., rebates are available at a maximum of \$100 per replaced toilet.

To qualify, participants must be Hillsborough County Public Utilities Department water customers. For details, visit [www.HillsboroughCounty.org/PUD](http://www.HillsboroughCounty.org/PUD), click on "Water & Wastewater Services," then on "Water Conservation & Restrictions." Be sure to call the Public Utilities Department at 813-272-5977, ext. 43985 to check for previous installations and program participation eligibility (construction date must be 1994 or prior), as participation by former owners/occupants may void the rebate application.

**Free!** Low flow showerheads and faucet aerators are available to Hillsborough County Public Utilities Department customers at no cost. Call Customer Service at 813-272-6680 for additional details.



## Start the Storm Season Safely

### Flooding Assistance

Unincorporated County property owners can request a site visit by staff from the Public Works Department's Hazard Mitigation Program to assist with flooding and stormwater drainage information to address site-specific flooding concerns. This service is provided at no charge. For additional information on flooding, flood insurance, flood zones, retrofitting, or elevation certificates, contact the Hazard Mitigation Program at 813-307-4541.

### Special Needs Shelters

Residents with special needs, the elderly, and those without transportation require extra attention in order to stay safe during a tropical storm or hurricane. Hillsborough County has programs in place to help these at-risk residents prepare and find safe shelter.

**Shelters** - A special needs shelter is a temporary emergency facility capable of providing care to residents whose medical condition may require the use of electrical equipment, oxygen or dialysis, and to individuals with physical, cognitive, or medical conditions who may require assistance from medical professionals. Special needs shelters do not provide the level of care found in a medical facility. Please review your care needs with your doctor.

**Transportation** - If you apply for a special needs shelter and need a ride to a shelter, arrangements will be made with the Sunshine Line to take you there.

If you, a relative, a friend or neighbor needs to register for a special needs shelter and/or transportation, contact one of the numbers below for assistance:

- Hillsborough County Health Department  
813-307-8063
- Hillsborough County InfoLine 813-272-5900  
TTY 813-301-7173



### Include Pets in Your Disaster Plan

Very few public emergency shelters accept pets, so it's a pet owner's responsibility to make a plan that will help get your family and pets safely through a disaster. Your pets rely on you, so don't leave them to fend for themselves. The *Protecting Pets In Disasters* guide is available online at [www.HillsboroughCounty.org/Pets](http://www.HillsboroughCounty.org/Pets), click on "Disaster Preparedness."

ACTIVITY  
- 33¢  
- 32¢

Hillsborough County

Community Rating System Annual Certification

---

Activity 360  
Flood Protection Assistance

COMMUNITY RATING SYSTEM TRACKING AND PUBLIC INFORMATION LOG

Staff Member: Duane Jones  
 CONTACT INFORMATION

Date: 1/9/14 - 1/28/14

Agency: DS BSD HM

Name	Phone	Contact Code	Info. Distr. Code	Address	Folio/STR	ACTIONS/COMMENTS		PROGRAM TYPE				
						Special Hazards/Precautions, Comments, Resolution, Followup, Site Info. . . .	FL Ins. Given Y/N	Panel & Suffix	BFE / DFE	DFIRM - FIRM Zone	CSRA or CA	Prog. Desc.
Tramp Bay Neighborhood 1. Calveria Excavated			H	19911 Bruce B. Downs	59235.0100	Procedure Floodplain Jurisdiction for Resubmittal Applications						ENG NFIP
Q.I. Bank				14799 N Dale Mabry	18898.0550							
The Hitting Academy				3740 W Lambright St	29216							
1807 E ST Rd 60 Dawdors				1807 E ST Rd 60	70050							
Jay Cone Enrichment				4609 Haddon Rd	92754							
Mr. & Mrs. Steve				102 NW 22nd St	32122							
Dr. Kim Exp				10205 W Hills Dr	6249.0100							
Aiken School Daycare				7701 TT Hwy	37672.0000							
Aiken School Program				7121 Hanning Rd	38257.0050							
12th St Office				15301 N 12th St	34595.0000							

TOTAL Count this Page: 10 of 10 Rows PER PAGE for this date

Notes:

H	Handout given	NA	N/A									
V	Verbal information given	SS										
E	Email sent	CBRA										
SV	Site visit	CA										
FAX	Facsimile sent/received	H	H	H	H	H	H	H	H	H	H	H
WI	Walk-in											

Elevations in NAVD 88; unless otherwise noted.

**COMMUNITY RATING SYSTEM TRACKING AND PUBLIC INFORMATION LOG**

Staff Member: Dwaine Jones  
 CONTACT INFORMATION

Date: 8/25/14-9/3/14  
 ACTIONS/COMMENTS

Name	Phone	Contact Code	Info. Distr. Code	Address	Folio/STR	Special Hazards/Precautions, Comments, Resolution, Followup, Site Info. ....	Fl. Ins. Given Y/N	Panel & Suffix	PROGRAM TYPE			Prog. Desc.
									BFE	DFE	DFIRM Zone	
Wanda of Floors			H	846 E Brandon Blvd	69075.0200	Provide Floodplain Info to Be Submitted Application						ENG
Bayan Estates				813 Bayan Rd	70655							
South Bay Tower				4016 Sun City Ctr Blvd	56777.0200							
Respected Bed Community				5519 W Lakeview Ave	27993.6504							
Tampa International Business Ctr Policy Admin				Lot 1 Estuary Dept	71956.0000							
CrossTown S Arts				116.21st SE Buckin	55412							
Ann's Beach Wine				905 Seagrave Dr. Parkside	31920.0312							
Artique Cove				15820 Mountain Bridge Rd	59271.0104							
Cypress Point Community Church				19107 Geneva Rd	13296							
HO Office				Lincoln & Gunn	24062.0100							
Carrollwood Crossings II			V									

Page 1 of 1 for this date

TOTAL Count this Page: 10

Notes:

H	Handout given	NA	Not applicable
V	Verbal information given	SS	Suspect soils
E	Email sent	CBRA	Coastal Barrier Resource Area
SV	Site visit	CA	Coastal A or AE Zone
FAX	Facsimile sent/received	H	Unkn
WI	Walk-in		Elevations in NAVD 88; unless, otherwise noted.

**From:** [Henry, Eugene](#)  
**To:** [Ford, John](#)  
**Subject:** Case 058832  
**Date:** Tuesday, August 26, 2014 11:01:22 AM

---

John,

The Realtor was contacted. The subject in which he needed information was how to obtain and base-flood elevation (BFE) when such is not on the Flood Insurance Rate Map. Added, the specific elevation issue was resolved at the time I called; however, he wished to better understand the process in obtaining a BFE through the County. The process was explained, which included working with PW's Hazard Mitigation, DS Building Services (Ms. Andrea Iverson), and PW's Stormwater.

The resident (Realtor), Mr. Grodman was thankful for the assistance.

Thank-you,  
gene

**Thank you and helping you is our business,**

**Eugene Henry, AICP, CFM**

Manager, Hazard Mitigation Program

Engineering & Construction Services, Public Works Department

Infrastructure and Development Team Services

p: 813.307.4541 | f: 813.307.8361

e: [Henrye@HillsboroughCounty.org](mailto:Henrye@HillsboroughCounty.org)

w: <http://www.hillsboroughcounty.org>

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Please note: all correspondence to or from this office is subject to Florida's Public Records laws.

Follow Us



case:Bill Grodm...    Search Result

- DASHBOARD
- CASES
- TASKS
- ARTICLES
- CONTACTS
- ALERTS
- REPORTS

[Return to List](#)

Case 058832  
**flood plain management**    Priority **P3**  
 Status **New**

*Received a call from Bill Grodman regarding flood plain management.*

[Hide Details](#)

- Contact Information
- Request Information
- Request Data

Name  
 Please enter your contact information.

Primary Phone Number    Email  
   

Concern Category \*    Secondary Phone  
   

Concern Subject \*    Home Address - Number and Street Name Only  
   

Details of Request (NOT location) \*

Location of Concern (address)

Closest Cross Street or Landmark

Parent Case

Parent Case Service Request Number

Parent Case Concern Subject

SUMMARY

Creator  
 Jessie Dace



Owner  
 John Ford

ACTIONS

**HOURS LOGGED**    Add Hours

**MY TASKS**    Add Task

No Task Present

FILES

Add File

Zip Code

Attachment

Select a File

City

Photo Image

Select a File

Map Location

Get Location

Map

Save Changes

Cancel

RELATED CHILD CASES

NEW CASE

Case	Concern	Name	Phone	Your	Owner
	Subject		Number	Email	

No Records Present



Reply or Add a note to Case Bill Grodman- Allstate

ACTIVITY HISTORY

Show All Activities



John Ford claimed the case

08-12-2014 10:39 AM via the web



John Ford changed field value

08-12-2014 10:38 AM via the web

Modified **Concern Subject** from John Ford to **flood plain management** of record - Bill Grodman- Allstate Insurance -

## **Activity Background -- Activity 400**

Activity 430  
Certified Floodplain Managers

Some changes have occurred with team-members designated as a Certified Floodplain Manager (CFM). The following represents Hillsborough County's designated CFMs:

Current 2014 CFM Certified Team-members		
LASTNAME	FIRSTNAME	STATUS
Arnold	Mark	Lapsed due to med. leave, but being renewed
Cabrera	Richard	Good standing
Francis	Wayne	Lapsed, team member is on medical leave
Henry	Eugene	Good standing
Hernandez	Vanessa	Good standing
Iverson	Andrea	Good standing
Jones	Duane	Good standing
Marshall	Colleen	Good standing
Rimoldi	Michael	Good standing
Sanchez	Jose	Good standing
Watson	Donna	Good standing

Activity 440  
Benchmarks



**Board of County Commissioners**  
Kevin Beckner  
Victor D. Crist  
Ken Hagan  
Al Higginbotham  
Lesley "Les" Miller Jr.  
Sandra L. Murman  
Mark Sharpe

**County Administrator**  
Michael S. Merrill

**County Administrator Executive Team**  
Lucia Garsys  
Carl S. Harness  
Gregory S. Horwedel  
Liana Lopez  
Bonnie Wise

**County Internal Auditor**  
Michelle Leonhardt

**County Attorney**  
Chip Fletcher

---

**Public Works**  
PO Box 1110  
Tampa, FL 33601-1110  
Phone: (813) 272-5912  
Fax: (813) 272-5811

**Public Works**

MEMORANDUM

DATE: August 29, 2014

TO: Eugene Henry, Manager  
Hazard Mitigation Program

FROM: José T. Sanchez III PSM CFM, General Manager IV  
Geomatics Section

SUBJECT: Hillsborough County Bench Mark Maintenance & Recovery Program Annual Report

Located within Hillsborough County are 2567 existing benchmarks that the County has incorporated into its Bench Mark Maintenance & Recovery Program. This network of benchmarks is comprised of 105 First Order benchmarks, 272 Second Order benchmarks and 2190 Third Order Benchmarks.

For the recovery portion of the Program the County's Geomatics Section, on an annual basis, recovers 100% of the 1<sup>st</sup> and 2<sup>nd</sup> Order benchmarks and 20% of the 3<sup>rd</sup> order benchmarks. Also included in the annual report are destroyed/disturbed benchmarks reported by outside sources (private sector surveyors, contractors, etc.)

For the maintenance portion of the Program the County's Geomatics Section reset benchmarks that were destroyed or disturbed and established new benchmarks in areas that were lacking benchmark control. An emphasis was placed on areas that had established Base Flood Elevations and were in high risk areas (i.e. below the 30' contour line and near Tampa Bay).

For fiscal year FY14 (10/01/2013 through 09/30/2014) the benchmark report is as follows:

1<sup>st</sup> Order benchmarks inspected 105, recovered 105, destroyed/disturbed 0  
2<sup>nd</sup> Order benchmarks inspected 272, recovered 272, destroyed/disturbed 0  
3<sup>rd</sup> Order benchmarks inspected 445\*, recovered 425, destroyed/disturbed 20  
3<sup>rd</sup> Order benchmarks set/reset 12

\*this number is a combination of the 438 benchmarks (20% of the 2190 Third Order BM's) and 7 benchmarks reported from outside sources.

JTS

Activity 450  
Stormwater Management Regulations



**Public Works**

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Commissioners**

Kevin Beckner  
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Ken Hagan  
Al Higginbotham  
Lesley "Les" Miller Jr.  
Sandra L. Murman  
Mark Sharpe

**County Administrator**  
Michael S. Merrill

**County Administrator  
Executive Team**  
Lucla Garsys  
Carl S. Harness  
Gregory S. Horwedel  
Liana Lopez  
Bonnie Wise

**County Internal Auditor**  
Michelle Leonhardt

**County Attorney**  
Chip Fletcher

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**Public Works**  
PO Box 1110  
Tampa, FL 33601-1110  
Phone: (813) 272-5912  
Fax: (813) 272-5811

**Stormwater Management Technical Manual Permissive Revision-2014-001**

**Date:** July 14, 2014

**Subject:** Modification to Maintenance Berm of Detention and Retention Pons

**Summary:** This revision modifies Section 4.1.O.3 and Section 6.1.D.13 of the July 2008 Stormwater Management Technical Manual for Maintenance Berm of Detention and Retention Pons. ←

**Specifics:** Replace the paragraphs of Section 4.1.O.3 and Section 6.1.D.13 with the following:

**3. Detention and Retention Ponds** ←

If the pond is to be maintained by Hillsborough County, sufficient drainage easements shall be dedicated to Hillsborough County to include the area of the pond within the perimeter of the inside top of bank, and an unobstructed 10-foot wide maintenance area around the entire perimeter of the inside top of bank except for clear access to the control structure which shall be at least 20-foot wide. Alternatives to the width or extent of the maintenance area shall be approved by the County Engineer if it can be demonstrated that proper maintenance practices will not be impaired. If the maintenance area is on an embankment, the drainage easement shall extend to the external toe of slope of the embankment.

- 13.** For subdivisions, the minimum freeboard for ponds shall be one (1.0) foot between design high water and top of bank. When the adjacent property slopes upward from the outer edge of the maintenance area, credit will be given for freeboard to the external limit of the maintenance area. The cross slope of the maintenance area shall be no steeper than 1:20 (vertical:horizontal). All points within the adjacent maintenance area shall be at or above the elevation of the top of bank. The maintenance area shall be at least 10 feet wide except for clear access to the control structure which shall be at least 20-foot wide unless otherwise approved by the County Engineer. If the maintenance area is on an embankment, the external slope of the embankment shall be no steeper than 1:4 (vertical:horizontal) and the toe of the external slope shall not extend beyond the boundary of the subdivision. The external slope of the embankment shall be grassed and mulched in accordance with the Florida DOT Standard

Specifications for Road and Bridge Construction (latest edition) except that sideslopes steeper than 1:5 shall be sodded.

Please contact Chin-Feng Ho at 307-1862 if you have questions regarding this permissive revision.

  
Michael J. Williams, P.E. County Engineer

07/14/14  
Effective Date



**Public Works**

**Board of County Commissioners**

Kevin Beckner  
Victor D. Crist  
Ken Hagan  
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**County Attorney**  
Chip Fletcher

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**Public Works**  
PO Box 1110  
Tampa, FL 33601-1110  
Phone: (813) 272-5912  
Fax: (813) 272-5811

**Transportation Technical Manual Permissive Revision**

**Date:** July 14, 2014

**Subject:** Modification to sidewalk criteria

**Summary:** This revision modifies the third paragraph of Section 2.9 of the September 2009 Transportation Technical Manual to clarify sidewalk thickness criterion.

**Specifics:** Replace Section 2.9 with the following:

**2.9 SIDEWALKS**

Sidewalk and curb-cut ramp design shall conform to the requirements as set forth in this manual, the Americans with Disabilities Act (ADA), and the Florida Accessibility Code for Building Construction and applicable FDOT Design Standards.

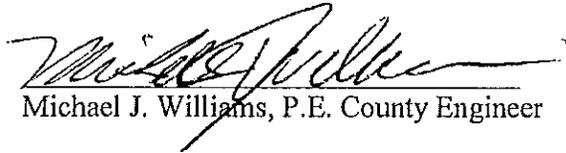
Sidewalks shall extend to the roadway at all intersections with the exception where the sidewalk cuts across major off-site roads, unless it is at a controlled/signalized intersection. Standard curb cut and accessible ramps are required where sidewalks meet curb or curb and gutter. Sidewalks shall be no less than five (5) feet in width along all local roads and collectors.

The standard thickness for a sidewalk shall be four (4) inches, except for sidewalks at all driveways, curb-cut ramps, ADA ramps and sidewalks located within the maintenance berm of retention/detention ponds as defined in the Stormwater Technical Manual, where the thickness shall be six (6) inches. In the case where sidewalk is located adjacent to a pond and outside of the pond's maintenance berm, its thickness may be (4) inches. Where access to the pond for maintenance purposes crosses this sidewalk, the thickness shall be (6) inches for a minimum length of (20) feet. This location must be clearly identifiable. The manner of how the access will be identified is subject to approval by County staff.

Sidewalks, curb-cut ramps, and handicap ramps shall be constructed of Portland Cement Concrete, Class I. Materials and methods of construction shall conform to the FDOT Standard Specifications for Road and Bridge Construction (except for the requirements of CQC).

At the time of construction detectable warning surfaces shall meet all FDOT criteria including, but not limited to, the latest Design Standards – Index 304, Standard Specifications for Road and Bridge Construction – Section 527, and the Qualified Products List (QPL). The preferred color for curb cut detectable warning surfaces is red. However, the color must be a contrasting color.

Please contact Richard Sanders at 307-1840 if you have questions regarding this revision.

  
Michael J. Williams, P.E. County Engineer

07/14/14  
Effective Date

# **Activity Background -- Activity 500**

Activity 502  
Repetitive Loss Activities



### YOUR REPETITIVE FLOOD HAZARD RISK

You are receiving this informational flyer because your property is in an area known to be at risk for repetitive flooding. Significant rainfall events within some areas of Hillsborough County. Although your structure may or may not have been affected by past flooding, this brochure is provided to you to increase your awareness of flood threats to you and your property. This brochure also provides information about flood safety, property protection measures, construction in a flood hazard area, flood insurance, functions of floodplains and wetlands, and much more.

Even if your structure has been removed from a high-risk flood zone through a Letter of Map Revision or Letter of Map Amendment, it is still possible that parts of your property could be damaged or the access roads for your area could be submerged in an extreme weather event. You should review the information and phone numbers in case they are needed.

This outreach is a part of Hillsborough County's floodplain management activities and in participation with Federal Emergency Management Agency efforts. These activities are reviewed on an annual basis through the National Flood Insurance Program and result in residents receiving discounted flood insurance rates. Currently, the County is providing a 25 percent discount to residents in the shallow water areas of all municipalities in the state. Residents within the unincorporated

county receive more than \$6 million dollars annually in combined discounts on flood insurance rates due to these efforts.

### FLOOD INSURANCE

Flood insurance helps protect you from the financial devastation caused by floods. To examine your flood risks, go to [www.floodinsurancetools.com](http://www.floodinsurancetools.com) or <http://www.hillsboroughcounty.org/infocenter/infocenter1791>. Even a few inches of water can bring thousands of dollars in repair and restoration costs. Flood insurance is available through the Federal-Indemnity National Flood Insurance Program.

Flood insurance, like earthquake insurance, is "single peril" insurance, sold separately from homeowners insurance. Flood insurance protects against losses to buildings and their contents, not the land surrounding them. The coverage applies whether the flooding results from heavy or moderate rain, coastal storm surge, blocked storm drainage systems, levee or dike failure, or other causes. For an event to be designated as a flood, adjacent wetland cover at least two acres or affect at least two properties. However, a flood claim may be requested any time a structure is affected by rising water.

Flood insurance is available both within and outside of the high-risk flood zone. Your property flood risk is shown on the County's flood hazard maps, available at [www.hillsboroughcounty.org/infocenter/infocenter1791](http://www.hillsboroughcounty.org/infocenter/infocenter1791). Types of policies are available depending on your flood risk. You will need to ask your insurance agent for more information. A flood insurance agent is available online at [www.floodinsurancetools.com](http://www.floodinsurancetools.com).

If you own property with a structure in the high-risk flood zone, you likely need flood insurance policy. Most mortgage lenders will require that you have a policy as part of your loan agreement.

If your structure was built prior to 1980, it is considered Pre-FIRM (Pre-flood insurance rate Map construction) and may be eligible for a specific pricing schedule. Congress has authorized a 25 percent discount for properties in the National Flood Insurance Program. For more pricing

Information, a Federal Emergency Management Agency (FEMA) bulletin explains most recent changes made to the program by the U.S. Congress. If your structure was built after June 18, 1980, your structure is considered Post-FIRM with a different pricing schedule. For more information about program changes made by Congress, visit [www.fema.gov/flood-insurance-reforms](http://www.fema.gov/flood-insurance-reforms).

### Flood insurance helps protect you from the financial devastation caused by floods.

Flood insurance covers both homes and businesses. With residential coverage, you can buy up to \$250,000 of insurance to protect your structure and up to \$100,000 to protect its contents. If you are located in a high-risk area, federally regulated or insured lenders will require you to have flood insurance for the amount remaining on your mortgage or \$250,000, whichever is lower.

Outside of high-risk areas, flood insurance is also available, usually at lower cost. A Preferred Risk Policy covers both a home and its contents, with premiums as low as \$129 per year. While you are not federally required to have flood insurance in a low-to-moderate risk area, that does not mean that flooding is not possible. Floods often extend beyond the boundaries of high-risk areas, and smaller floods occur outside high-risk areas. In fact, a quarter of all flood insurance claims come from low-to-moderate risk areas.

Also, remember that most policies take 30 days to become effective before they can be used. More information about flood insurance is available by going online to [www.floodinsurancetools.com](http://www.floodinsurancetools.com).

Hillsborough County is a Class C Community in the top three percent nationally within the National Flood Insurance Program. This rating provides residents with high-risk flood policies a 25 percent discount and standard low-risk policies a 10 percent discount. There are no additional reductions for Preferred-Risk Policies, which are already discounted.

Updated July 2014

### IMPORTANT NUMBERS AND ADDRESSES

Hillsborough County Hazard Mitigation Program  
Construction Services  
322nd Floor, 601 E. Kennedy Blvd., Tampa, Florida 33602

For Hillsborough County:  
Hazard Mitigation Program  
Development Services  
Storm Sewer Problems  
(813) 307-4541  
(813) 272-5600  
(813) 625-5400

For City of Tampa:  
Stormwater Operations  
Construction Service Center  
(813) 274-3101  
(813) 274-3100  
(813) 506-6570

For City of Plant City:  
(813) 659-4200

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Hillsborough County  
County Center, 601 E. 11th St., Tampa, FL 33601-1110  
Public Works Department  
Engineering and Construction Services  
(813) 272-5900

### QUESTIONS ABOUT OTHER COUNTY SERVICES?

Call the Hillsborough County Information Service Center at (813) 272-5900.



## TYPES OF FLOODING

While flooding can occur anytime and anywhere when heavy or steady rain occurs, Hillsborough County's flooding can generally be categorized as "coastal," "inland," and "riverine" flooding.

- Coastal flooding** is often associated with a tropical storm or hurricane and includes damaging waves. Coastal areas of southern and western Hillsborough County are subject to this type of flooding.
- Inland flooding** occurs when lakes rise above normal levels or when depressions in the land are filled with rain and create "ponds." Development can contribute to this type of flooding as natural surfaces are paved and do not allow for water absorption into the ground at the normal rate. Areas in the northwest portion of the County are subject to this kind of flooding.
- Riverine flooding** is often caused by flooding of rivers over their banks. Also, abnormally high tides in the Bay can reduce the ability of streams and rivers to discharge, causing them to overflow. Areas along the Hillsborough, Alafia and Little Manatee Rivers are subject to this kind of flooding.

There are repetitive flood-loss properties within the areas described above. A map showing areas of repetitive losses is available for review at the John F. Germany Library in downtown Tampa or at [www.hillsboroughcounty.org/FloodMaps](http://www.hillsboroughcounty.org/FloodMaps).

## REPETITIVE FLOOD LOSSES

Flooding is the most costly and repetitive natural disaster affecting Hillsborough County. To assist those who have experienced repetitive floods and who are insured through the National Flood Insurance Program (NFIP), the Federal government provides periodic funding assistance to those property owners who have received multiple NFIP flood-insurance payments and who also meet other specific eligibility requirements. Repetitive flood-losses for your home or business, according to the NFIP, are when a structure has received more claim payments of more than \$1,000 from the NFIP within any rolling 10-year period.

Assistance with FEMA flood-loss programs is provided through the Florida Division of Emergency Management, which is the state coordinating agency that administers the NFIP. Hillsborough County provides local assistance. More detailed information may be obtained about these programs at [www.floridadiversion.com/imp/imp/index.htm](http://www.floridadiversion.com/imp/imp/index.htm) or by calling the County's Hazard Mitigation Program at (813) 272-6245.

If you do have a structure that has received flood damage, you may be interested in more permanent flood protection measures that may include retrofitting your structure. More information may be found in FEMA's Homeowners Guide to Retrofitting which is available at [www.FEMA.gov](http://www.FEMA.gov).

Some flood protection measures do need a building permit and others may not be safe for your type of building, so be sure to talk to the Hillsborough County Development Services Department at (813) 272-5600. Additionally, you should have a personal disaster plan in the event of a disaster. Information is available through the Hillsborough County Information Service at [www.hillsboroughcounty.org/InformationService](http://www.hillsboroughcounty.org/InformationService) (727) 576-5151 or on the web at [www.hillsboroughcounty.org](http://www.hillsboroughcounty.org).

There is also emergency information available in the form of a "Hurricane Guide," which is available at County facilities and other public locations.

## PROPERTY PROTECTION MEASURES

The following methods may assist in protecting your home:

- You can divert water from your property by grading or by constructing an earthen berm. The construction of swales to shallow ditch and retention require permits and should be discussed with the Development Services Department at (813) 272-5600.

- In extreme weather, you may need to use sandbags in conjunction with your sump pump to seal openings and cracks. Listen to needs reports from which facilities are providing sandbags or contact your local government about availability.
- If water draining off your roof is causing a problem, gutters can help direct the runoff away from your house.

The County Hazard Mitigation Program also has copies of (or can provide access to) documents that may assist in floodproofing and repairing your home or business. You also may request a staff member visit your property for further information on retrofitting, remodeling and other topics.

Contact the Hazard Mitigation Program by calling (813) 302-5641 or e-mailing them at the address listed in the back of this publication.

## DRAINAGE REQUIREMENTS

One way to reduce flooding around your property is to ensure your drainage system is installed and maintained correctly. Here are some tips on improving drainage:

- Do not place any debris - lawn trash or otherwise - in stormwater inlets, ditches or other waterways. Dumping into the drainage system can easily create blockages that result in flooding during a severe rain event - the house you flood may be your own!

Also, it is a violation of the Hillsborough County Environmental Protection Commission (EPC) Waste Management Rule 1-7 and Stormwater Ordinance

94-15, to dump anything into any public drainage system. Contact the EPC at (813) 637-2600 if you witness dumping.

- Always check with the Development Services Department's Natural Resources Section at (813) 272-5600 before you make changes, such as grading, filling or construction on your property.

## FLOOD SAFETY & INFORMATION

Stay away from flood waters! The number one cause of death during floods is drowning. High water often conceals storm drain inlets and the depth of ditches.

### Driving in Flooded Areas

More people drown in their cars than anywhere else. Drive around flooded intersections or choose another route. Water depths of 6 to 10 inches are enough to ruin engines and carry away your car in fast-moving flood waters.

**If you have a flooding emergency or drainage problem on your property or nearby road, call the County's Public Works Department at (813) 635-5400 for help.**

### Danger Of Electricity

Do not approach electrical lines and never use electrical equipment or appliances that are wet!

Remember to turn off your electricity, check for gas leaks, be alert for animals, and watch your step for hidden hazards.

### Flood Emergencies

If you have a flooding emergency or drainage problem on your property or nearby road, call the County's Public Works Department at (813) 635-5400 for help.

If in the case of a County-owned drainage system, it is required, the County will maintain the system if not maintained by the County. They can refer it for further

investigation. They can also explain ways to reduce the chance of flooding and damage on your property.

## FUNCTION OF FLOODPLAINS AND WETLANDS

Although much of this brochure talks about the concerns surrounding our County's floodplains, they also serve a positive function in our environment. These areas are wetlands, swales, and discharge water runoff, and help offset pollutants and debris out of the water, and buffer the land from hurricanes and storm surge.

Because of the benefits of floodplain areas and wetlands, there are several government efforts to protect them. The Environmental Protection Commission or Hillsborough County implements and enforces flood protection and mitigation rules, which includes reviewing wetlands, requiring mitigation for any wetland impact wetlands, requiring mitigation for any wetland wetlands and repair of affected wetlands. County residents also voted in 1987 to dedicate a portion of property taxes to purchase environmentally-significant land in Hillsborough County through the Jan K. Platt Environmental Lands Acquisition and Protection Program (ELAPP). Since its inception, ELAPP has preserved more than 60,000 acres of land.

Additionally, with assistance from FEMA, the County's floodplain management program purchases repetitively flooded land to reestablish natural systems, where practical.

## FLOODPLAIN MANAGEMENT PLAN

For more information about the County's Floodplain Management Plan, go to: [www.hillsboroughcounty.org/FloodMaps](http://www.hillsboroughcounty.org/FloodMaps).

If you would like to provide input on better ways for the County to assist you with floodplain management, form is available on the website listed above. We appreciate your help and your comments.

## FLOODPLAIN PERMIT REQUIREMENTS

The Flood Damage Control Regulations of the County Land Development Code and Code of Ordinances are intended to resist or prohibit use and activities that are dangerous to health, safety, property and the general welfare from increases in erosion, flood heights or fast-flowing water.

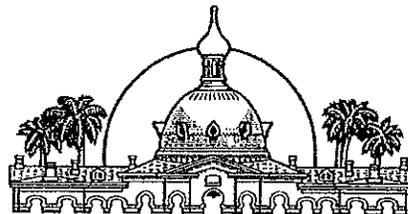
New construction or substantial improvement of a residential structure in the special flood hazard zone must be elevated above the base flood elevation by at least one foot. The elevation plus a freeboard requirement of no less than six (6) inches and up to three (3) feet depending on the building's designated risk category.

An elevation certificate that is prepared, signed and sealed by a registered professional engineer or architect is required. If needed, copies of elevation certificates for structures built after 1991 that were permitted in the high-risk flood zone may be available at the phone number below. Earlier elevation certificates do not have all the information required to get a new Federal flood insurance policy, and may not be sufficient if requested. Therefore, a certified surveyor will need to complete a new elevation certificate.

Development in a Coastal High Hazard Area or a Floodway is also regulated by the codes mentioned above. New construction or substantial improvements may have additional requirements that must be met.

Blank elevation certificates and flood zone determinations are available through Building Services Division by calling (813) 307-4441.

BOARD OF COUNTY COMMISSIONERS  
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Sandra L. Murman  
Mark Sharpe



Hillsborough County  
Florida

Office of the County Administrator  
Michael S. Merrill

CHIEF ADMINISTRATIVE OFFICER  
Helene Marks

CHIEF FINANCIAL ADMINISTRATOR  
Bonnie M. Wise

DEPUTY COUNTY ADMINISTRATORS  
Lucia E. Gatsys  
Sharon D. Subadan

May 8, 2014

SUBJECT: Notification of Offer of Assistance  
FY 2014 Flood Mitigation Assistance (FMA) Grant Program  
Repetitive Loss Property

Dear Property Owner:

The Hillsborough County Hazard Mitigation Program works with the State and Federal government to minimize repetitive flood-losses to structures within the unincorporated areas of the county. Pursuant to the Federal Emergency Management Agency (FEMA), you currently have an interest in a Repetitive-Loss (RL) property as defined by FEMA. At this time, FEMA is accepting applications under the under the FY 2014 Flood Mitigation Assistance Program (FMA). The FMA is a Federal program that provides potential funding to implement cost-effective measures, assist property owners, and reduce repetitive-loss flood damages to structures that are insured and in good standing by the National Flood Insurance Program.

The Florida Division of Emergency Management (FDEM) has the authority to submit applications and the responsibility for reviewing Flood Mitigation Assistance sub-applications from local governments. The County is the sub-applicant and the FDEM is the applicant. The State recommends technically feasible and cost effective sub-applications to FEMA. Additionally, FDEM provides pass-through funding for FEMA approved and awarded project grants to eligible sub-applicants (the County). Please see the enclosed Fact Sheet that summarizes the Notification of Offer of Assistance.

Fully eligible and completed sub-applications must be submitted to the FDEM through the eGrants system. FDEM will forward eligible applications to FEMA for funding consideration. All applications must be submitted to FDEM through the eGrants application system on or before June 6, 2014, 5:00 PM EST.

Interested property owners may complete the attached questionnaire and submit to the County. As County resources become available, potential projects will be evaluated and eGrants applications may be developed. Because of the limited time to submit this year, property owners may consider hiring an independent consultant to develop an application and have it submitted through the eGrants system, or an application may be reviewed and completed for the future.

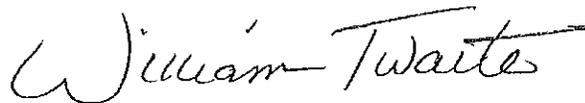
FY 2014 Flood Mitigation Assistance (FMA) Grant Program

05/09/2014

Page 2 of 2

The County appreciates interest in programs that reduce repetitive flood-loss damages. If you have interest or questions regarding potential eligibility with these programs, please contact me at (813) 276-8245 or [twaitew@HillsboroughCounty.org](mailto:twaitew@HillsboroughCounty.org)

Sincerely,



William (Bill) Twaite, Contracts Manager  
Hazard Mitigation, Public Works

Enclosures:

1. FEMA Fact Sheet FY 2014 Flood Mitigation Assistance (FMA) Grant Program
2. Property Owner Questionnaire

x: Eugene Henry, AICP, CFM, Manager, Hazard Mitigation Program, Engineering  
& Environmental Services, Public Works Department



FEMA

## Fact Sheet

### FY 2014 Flood Mitigation Assistance (FMA) Grant Program

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#### Overview

As appropriated by the *Department of Homeland Security Appropriations Act, 2014* (Public Law 113-76); the Fiscal Year (FY) 2014 Flood Mitigation Assistance (FMA) Grant Program provides resources to assist states, tribal governments, territories and local communities in their efforts to reduce or eliminate the risk of repetitive flood damage to buildings and structures insurable under the National Flood Insurance Program (NFIP) as authorized by the National Flood Insurance Act of 1968, as amended.

*In Fiscal Year 2014, \$89,000,000 is available to assist States, Tribal, Territorial and local governments reduce or eliminate claims under the National Flood Insurance Program (NFIP).*

The FMA Grant Program was created as part of the National Flood Insurance Reform Act (NFIRA) of 1994 with the goal of reducing or eliminating claims under the NFIP.

Consistent with Biggert-Waters Flood Insurance Reform Act of 2012 (Public Law 112-141), the FMA Grant Program changed in FY 2013 to allow more federal funds for properties with repetitive flood claims and severe repetitive loss properties, and the Repetitive Flood Claims and Severe Repetitive Loss Grant Programs were eliminated.

The Hazard Mitigation Assistance (HMA) Unified Guidance applies to the FY 2014 FMA application cycle. Applicants are encouraged to review the guidance for detailed information regarding eligibility and to contact their FEMA Regional Office for additional information.

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#### Funding

In FY 2014, the total amount of funds distributed under the FY 2014 FMA will be \$89,000,000.

The FMA program funds will be distributed on a competitive basis.

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#### Eligibility

All 50 States, the District of Columbia, federally recognized tribal governments, American Samoa, Guam, Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands are eligible to apply for FY 2014 FMA Program funds.

Local governments are considered sub-applicants and must apply to their applicant state/territory.

Either the state emergency management agency (EMA) or the office that has primary floodplain management responsibility is eligible to apply directly to FEMA for FMA program funds; however, only one application will be accepted from each state, tribe or territory.

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### **Funding Guidelines**

The maximum federal share for FMA sub-applications per 42 U.S.C. 4104c is as follows:

- \$50,000 for state plans
- \$25,000 for local plans

Additionally, a maximum 10 percent of grant funds awarded can be used by the state EMA for management costs, and a maximum of 5 percent of grant funds awarded can be used by the local EMA for management costs. For more information, please see the FY 2014 Funding Opportunity Announcement.

The period of performance for the FMA program begins with the opening of the application period and ends no later than 36 months from the award date.

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### **Key FY 2014 FMA Changes**

- FEMA added the mitigation of repetitive loss properties as an agency priority for FY 2014.
- 

### **Application Process and Evaluation Criteria**

Applications and sub-applications for FMA must be submitted via the Mitigation eGrants system on the FEMA Grants Portal: <https://portal.fema.gov>. If a subapplicant does not use the eGrants system, then the applicant must enter the paper sub-application(s) into the eGrants system on the sub-applicant's behalf.

FMA applications will undergo a complete eligibility review within their respective FEMA Region. FEMA Regions will review planning and project sub-applications plus one management cost subapplication submitted by each applicant through the Mitigation eGrants system to ensure compliance with the HMA Guidance, including eligibility of the applicant and sub-applicant; eligibility of proposed activities and costs; completeness of the sub-application and eligibility and availability of non-federal cost share.

FEMA will perform a Technical Review for the project sub-applications from each eligible Applicant focusing on two areas: (1) Benefit-Cost Analysis; and (2) Engineering Feasibility.

FEMA will select eligible planning and project sub-applications in order of the agency's priorities for the FY 2014 FMA grant program:

- 1<sup>st</sup> priority: Mitigation planning sub-applications consistent with 44 CFR Part 201 up to a maximum of \$100,000 federal share per applicant
- 2<sup>nd</sup> priority: Mitigation project sub-applications that mitigate Severe Repetitive Loss (SRL) properties.
- 3<sup>rd</sup> priority: Mitigation project sub-applications that mitigate Repetitive Loss (RL) properties.

PROPERTY OWNER QUESTIONNAIRE - Hillsborough County

Please fill out and return to the address or fax number at the bottom.

List Names of all Owner(s)		
Telephone	Day	Evening
Property Address		
Mailing Address (if different from above)		

**Background:** The Flood Mitigation Assistance Program may give you the chance to move out of the floodplain. If your home is acquired, the purchase price will be based on a pre-flood real estate appraisal. This program is voluntary and Hillsborough County will not use its power of eminent domain to mitigate or purchase properties. But as you make your decision, remember past floods and please understand that more floods are likely.

Important: KEEP COPIES of all paperwork, including disaster assistance, disaster loans, insurance claim payments, and receipts for repair work.

Please use the space below to tell us what questions you have.

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Please tell us how interested you are in being part of a floodplain buyout or elevation project. This is NOT a commitment.

Buyout:

- Very interested    Somewhat interested    Undecided    Definitely not interested

Elevation / Retrofit:

- Very interested    Somewhat interested    Undecided    Definitely not interested

RETURN TO:

William (Bill) Twaite, Contracts Manager, Hazard Mitigation Program  
Engineering & Environmental Services, Hillsborough County Public Works Department  
601 E. Kennedy Blvd, Floor #22  
Tampa, FL 33602  
p: 813-276-8245 fax: 813-307-8361  
e: [twaitew@HillsboroughCounty.org](mailto:twaitew@HillsboroughCounty.org)

**Activity 510**

Floodplain Management Planning

Floodplain Management Plan

Annual Report on Floodplain Management Activities and Plan

**Hillsborough County**  
**2013-2014 Floodplain Management Plan (and Repetitive Loss)**  
**Annual Progress -- Activity 510**

Annual recertification: This report serves to meet the annual certification requirement of Hillsborough County due to the number of repetitive flood-loss structures and as a participant with the National Flood Insurance Program Community Rating System (NFIP/CRS). The annual certification augments information provided within the Hillsborough County Floodplain Management Plan (FPMP), beginning on page 20 of the FPMP, and within the LMS, Sections I, page I-11; Section V, beginning on page V-11. The adopted annual Community Rating System outreach is also identified within respective documents beginning on page 37 of the FPMP and within the LMS, Section V-14. References made within documents continue to list accomplishments associated in the implementation of the Floodplain Management Plan. These items serve as minimum outreach tasks and are addressed similarly each annual period.

During the past year, Hillsborough County maintained the FPMP, which the approving resolution is on the website. The FPMP was approved through the resolution on September 22, 2010 and serves to instruct the Local Mitigation Strategy (LMS) Working Group to continue monitoring implementation of the FPMP. Currently, an update process is underway in which the LMS is under review and update. It is anticipated the revised document will be forwarded to the Board of County Commissioners for adoption in January 2015 and approved by the Federal Emergency Management Agency (FEMA) in June 2015.

Progress report: The progress report was prepared by the Floodplain Administrator and CRS Coordinator (also certified planner). For credit under the Community Rating System, this information has been provided at a public meeting and has been made available to the media and the public. Copies of this report, the Local Mitigation Strategy (as the Floodplain Management Plan) are available for review through the Hillsborough County Engineering and Environmental Services Division, Hazard Mitigation, 601 East Kennedy Boulevard, 22<sup>nd</sup> Floor, Tampa, Florida 33602. Additionally, this report (as Appendix O of the LMS) and the Local Mitigation Strategy (as the Floodplain Management Plan) are availability on the Hillsborough County website.

This report is prepared for submittal for continued credit under the National Flood Insurance Program Community Rating System (NFIPCRS). It is designed to provide a short update and report on accomplishments toward implementing the County's Floodplain Management Plan (and Repetitive Flood-Loss Plan). Copies of this report have been distributed for dissemination and forwarded to the Board of County Commissioners. Additionally, a copy of this report, following adoption, will be submitted to the State and Federal Emergency Management agencies as part the County's annual CRS recertification; unless, identified as distributed through the County's Insurance Service Office (ISO) representative.

1. Name of the Floodplain Management Plan: Hillsborough County Local Mitigation Strategy and Floodplain Management Plan.
2. Date Adopted: The initial adoption of the Floodplain Management Plan was adopted in May 1998, and subsequently with updates to the Local Mitigation Strategy in 2004, 2006, and 2010, and as amended through the adoption of Appendix O as the Supplement to the LMS on September 22, 2010. The all-hazards document (Local Mitigation Strategy) has been reviewed and approved for content by the State of Florida and the Federal Emergency Management Agency (FEMA). The LMS was initially adopted in 1999 by the Board of County Commissioners. The County completed a major map modernization activity as a Cooperating Technical Partner with FEMA and replaced current effective maps on August 28, 2008 with a countywide Digital Flood Insurance Rate Map (DFIRM). A modification to four panels and the FIRM index will become effective on September 27, 2013 due to a Physical Map Revision. Additionally, a countywide re-study is underway by FEMA for coastal areas and by the County for inland and riverine areas. It is anticipated that revised Flood Insurance Rate maps will be approved in 2016 or 2017.
3. Location where copies are available for review: Hillsborough County Engineering and Environmental Services Division, Hazard Mitigation, 601 East Kennedy Boulevard, 22<sup>nd</sup> Floor, Tampa, Florida 33602.
4. Summary of any floods that occurred during the year: During the 2013-2014 period, the County did experience an isolated area flooding event within the north-central Tampa area, which has sub-basins that are known for repetitive flood losses. The affected area of heavy rainfall occurred in Duck Pond/Donut Pond areas on May 2, 2014. Based on the information from USGS Gauge 2304500, which is at the south

end of 30<sup>th</sup> street adjacent/within Hillsborough River, the peak one hour rainfall is 4.55 inches. This amount of rainfall within the respective period is more than 200 year, one-hour event (based on NOAA ATLAS 14 POINT PRECIPITATION FREQUENCY ESTIMATES: FL, [http://hdsc.nws.noaa.gov/hdsc/pfds/pfds\\_map\\_cont.html?bkmrk=f1](http://hdsc.nws.noaa.gov/hdsc/pfds/pfds_map_cont.html?bkmrk=f1)). The 200 year/one-hour rainfall in this area is about 4.34 inches. The peak 2 hour rainfall is 6.36 inches, which is more than 500 year/two-hour rainfall. The 24 hour total rainfall (from 9:30 AM May 2, 2014 to 9:30 AM May 3, 2014) was 8.01 inches, which is about the 25 year/24 hour design storm event. This information was derived and compiled by Junshan Su, PE, PhD of the Hillsborough County Public Works Department, Engineering and Construction Services. Estimated frequencies associated with this event are shown in the table below.

Frequency Estimation

Duration (hour)	Rainfall Amount (inches)	Estimated Frequency	Note
0.25 (15 min)	1.53	Between 10 Year and 25 year	10 yr/15 min rainfall=1.46"; 25 yr/15 min rainfall =1.65"
0.50 (30 min)	2.60	Between 25 year and 50 year	25 yr/30 min rainfall = 2.51"; 50 yr/30 min rainfall =2.72"
1	4.55	Between 200 year and 500 year	200 yr/1 hr rainfall =4.34"; 500 yr/1 hr rainfall =4.74"
2	6.36	Between 500 Year and 1000 year	500 yr/2 hr rainfall=6.13"; 1000 yr/2 hr rainfall =6.54"

Other than the event listed above, there had not been any flooding that affected greater than 10 units or greater than \$50,000 property in which flood water entered into a residential or commercial building during any single event this reporting period per the understanding of staff. As a note, however, some flooded structures were reported as having received flooding further south of this area within the adjacent jurisdiction. In addition, residents periodically identified flooding into garages and other non-habitable areas during the summer period of 2014. These flood reports are mostly due to a continuous rainy season with periodic intense rainfall events. This reported incidents are understood to be isolated and within lower lying areas of the unincorporated areas. Assessments of effected areas were performed through the Public Works Department, Stormwater Section. Additionally, the County continues to prepare for the affects of strong and severe tropical thunderstorms and potential tropical cyclones, and County employees have taken the opportunity to work in response and recovery activities associated with potential impacts. Additionally, County employees through coordination with all local (municipalities included) and participating private entities performed exercises in the event of floods, tropical storm emergencies, and other disasters.

5. What impact did floods have on repetitive flood loss areas? There was one repetitive flood-loss area impacted by a thunderstorm event. The event is illustrated under question 4 above, and flooding within the unincorporated area of the county was with managed through a newly constructed stormwater management system and structure, which was partially built using funds from a 2004/2005 Hazard Mitigation Grant Program award.
6. The section objectives and Action Plan lists objectives of the Plan: There is a guiding goal within the Local Mitigation Strategy (the all-hazards guiding document) and number goals that have been approved through the planning process in which floodplain management objectives and action items have been implemented (Tables 2 through 4). Reports to goals and objectives are listed below and are provided on an annual basis to identify the status in meeting actions to implement the County's participation with the National Flood Insurance Program Community Rating System. A guiding goal and four objectives are a part of the Local

Mitigation Strategy(LMS) and are listed below in Table 1 (also within the LMS, Section V, Page V-1 and within the FPMP Table 9 through Table 13), which are accompanied by goals and objectives that have been adopted to specifically address floodplain management. Also refer to the report for Activity 330 within this packet.

**TABLE 1  
LOCAL MITIGATION STRATEGY GUIDING PRINCIPALS**

MITIGATION	GUIDING PRINCIPAL	DESCRIPTION
OBJECTIVES	Public Education	Increase public awareness in the use of mitigation programs and techniques to reduce the impacts of natural and society-based hazards.
	Coordination	Coordinate public and private sector participation in identifying and managing and/or implementing mitigation projects and measures throughout Hillsborough County.
	Development Management	Identify and implement a combination of regulatory, incentive and initiative programs that will reduce potential loss and would encourage participation in ongoing hazard mitigation.
	Critical Facilities	Develop and maintain an inventory management system on all data affecting hazard mitigation.

The County continues to perform activities to implement guiding principals. Activity 330 of this packet provides added insight with respect to performing outreach to the public and industry partners. The County has conducted public workshops to illustrate programs and techniques to reduce impacts of natural (and society-based) disasters. Through working with three groups sanctioned by the Board of County Commissioners, staff have continue to integrate mitigation initiatives into the community. Committees in which the Hazard Mitigation Program stewards and has worked with respect to hazard mitigation are: the Local Mitigation Strategy Working Group (includes the CRS Committee and its Steering Committee) and the Citizen Corps Council. Additionally, the team has worked similarly with the Community Organizations Assisting in Disasters (COAD) and the Hillsborough County Long-term Redevelopment Program (HELP). Two communitywide committees that are instrumental in working with residents and businesses prepare and recover from disasters.

Hillsborough County development review agencies continue to implement higher standards; whereby, developments and structures are developed and constructed to standards that better protect property ownership and property. Levels of implementation continue to include ensuring compensatory storage is required of development approvals that allow for earthen fill to be placed within Special Flood Hazard Areas affected by stormwater, and ensuring new or substantially improved structures are built to a higher elevation than minimum base-flood elevations. With development, the County continues to manage an inventory of critical facilities; however, the County is in a transition process; whereby, the Critical Facility database is reviewed by public and private entities and the database is officially stored within the County’s Geomatic agency.

Regarding repetitive flood-losses, the following are specific activities that have been incorporated in the Hillsborough County planning process since the initial adoption of the Floodplain Management Plan in 1998 (revision adopted in 2010). The activities continue and are associated with repetitive flood-loss protection and are:

- Identify repetitive loss properties and monitoring. The official repetitive loss list from the State has been considerably reduced; however, this list is only associated with those properties associated with Flood Mitigation Assistance grant eligibility. The County continues to work with the FEMA repetitive flood-loss list, which are listed on AW 501 forms. In addition, the County continues to update stormwater models, which have sections that identify County government repetitive flood-loss areas that are consistent with the identification of flood-losses shown through the Federal flood-insurance program. The review of the repetitive flood-loss list and the Federal flood-insurance claim listing to verify flooding events had no repetitive flood-loss properties during the past year. The County has not

received information regarding repetitive flood claims data; however, the County was delayed in making the request of FEMA due to work with the update to the Local Mitigation Strategy, working with the State regarding potential Severe-Repetitive Loss grants, and new employees beginning with the program.

- Ensure properties and properties within repetitive-loss areas are sent informational notices annually (Appendix O, Attachment 18 and 19). The listing of properties that receive notices within the repetitive loss areas has changed due filtering multiple owners and vacant lots. The actual number of notices sent 17,368 (59,941 non-SFHA). The task of notification was out-for-bid in late August. Mailouts to respective property owners was anticipated by mid September – the writing of this report.
- Inspect all new repetitive loss properties. Permit records researched and AW 501 forms have received an initial review. The County has not performed an organized and comprehensive field review of addresses associated with AW 501 forms due to resource constraints. Additionally, the County does not have a record of an increase in the number of repetitive flood-loss structure..
- Request that FEMA annually notify the County of all flood claims processed. Information was requested in late. The late request was due to resource constraints. The program has received an increase of one added Full-Time Equivalent position, which has been assigned this task in the coming year. The added resource will be effective in meeting needs associated with maintenance to reviewing flood-losses and repetitive loss properties.
- Provide a report to the County Administrator on any emerging patterns of flooding. There are not any added patterns to flooding within Hillsborough County, which such information is tracked within the Public Works Engineering and Environmental Services Division of the Public Works Department.

Objective accomplishments of the Floodplain Management Plan (Annual Progress Report) have been reviewed within the aforementioned as such related to guiding principals. In addition and listed below is a review of the County's progress in meeting specific Floodplain Management Plan (FPMP) goals, objectives and action statements that are more specific to floodplain management. This specificity assists the County in implementing the Community Rating System (CRS), which grades the various community floodplain management programs and reduces flood-insurance premiums in those communities that meet certain requirements. To verify activities in which the County pursues to better protect the community and property, the County is reviewed with respect to compliance with the CRS program by the Insurance Service Office (ISO). In order to reduce the potential for personal/property losses in flood prone areas and ensure the lowest possible flood insurance premiums for residents and businesses, Hillsborough County has developed the FPMP, which has been approved as a part of the Local Mitigation Strategy. The Local Mitigation Strategy is under review and update, which the Hazard Mitigation team has sought community input through five community outreach meetings, which are in addition to meetings with the Local Mitigation Strategy Working Group, the Planning Commission, and the Steering Committee.

Goal 1 - Provide leadership in protecting low-income properties and public housing from the impacts of floods. The County's Office of Emergency Management, Public Works, and Development Services have coordinated to review hazards and work to alleviate flooding problems. Furthermore, the County's Public Works Department is working to repair and enhance drainage in a low to moderately-low income areas known to have flooding issues.

Additionally, the County's Engineering and Environmental, Building Services, and Office of Emergency Management continue to work with the Planning Commission when requested to work with developers in the Coastal Planning Area to analyze protection of new larger developments with respect to flood hazards; however, due to resource constraints and modifications to the organization teams have not been in the position to conduct respective reviews. This is to ensure maximum protection within areas of mandatory evacuation during a severe storm event.

Goal 2 - Prevent new development in the floodplain from increasing runoff and resulting increases in flood volumes in the floodplain. The County protects wetland and significant wildlife habitat areas through regulations implemented through the County's Natural Resources agency and the Environmental Protection Council. The County's development regulations offer another avenue of protection to persons and property through the Land Development Regulations and plan-review processes. Regulatory processes through agencies under the Board of County Commissioners have worked well in identifying areas of conservation and preservation for the benefit of

protecting persons and property that serve to provide watershed storage areas and buffer areas to flood high-hazard areas. These regulations have also served to protect surrounding properties (County Land Development Regulations, 2011).

The County has delegated authority of reviewing requests to deviate from standards identified within the Flood Damage Control Regulations to the Hillsborough County Building Board (Part 9 of the Land Development Code and Chapter 3 of the Construction Code). During the preceding 12 months, the Building Board did not review requests to deviate from the County's minimum standards. It must be noted that the Building Board has not allowed a deviation from regulations to the minimum standards listed in 44 Codes of Federal Regulations associated with the County's voluntary participation in the National Flood Insurance Program.

Regulations enforced through the Development Services Department and the Environmental Protection Council have restricted and manage development activity in the floodplain by limiting wetlands encroachment while also preserving open space. This process continues through primarily limiting impervious surface and preservation of critical upland habitat and wetland areas with development approvals. The County's Environmental Lands Acquisition Program ELAPP is in the Unincorporated Special Flood Hazard Area and this, along with other preservation and public land, accounts for greater than 30% of the County's entire unincorporated SFHA.

The County did perform a permissive revision to the Stormwater Management Technical Manual; which updated the permissible width (dimension) associated with detention and retention ponds. This update did not impact the added freeboard requirement imposed by the County.

Goal 3 - Develop a public awareness program that informs all property owners in the flood zones that they are located in a flood zone. The County has provided assistance to residential flood-loss victims through various avenues that have included letters, telephone calls, E-mails and site visits. County staff site visits include providing assistance to residents in evaluating potential hazards to a structure, which is provided through a certified planner or a licensed engineer (most times by both).

Residents, both existing and potential, can access information relating to the floodplains at County Permit Services Centers and via the Internet through FEMA's Hazard Maps and through the Property Appraiser's site. Floodplain determinations can be requested that provide an official determination of whether a property is located, fully or partially, within a floodplain. Additionally, the County has mapped the floodplains on its Geographical Information System (GIS), and has worked with FEMA to update County Flood Insurance Rate Maps – most recent holistic modifications became effective on August 28, 2008 with modifications performed through a Physical Map Revision becoming effective on September 27, 2013.

Flood zone and other flood mapping information are available through the County's Engineering and Construction Services and Building Services Divisions. This local information is currently publicized in flood insurance informational brochures located at the County Administration building and at public libraries. The preceding year illustrates customers being assisted in determining whether their properties were designated as within a Special Flood Hazard Area (designated person's assistance to customers, these numbers does not reflect assistance provided through other agencies or indirectly).

Other flood protection measures primarily involve the elevation of pre Flood Insurance Rate Map (FIRM) structures. Information on other floodproofing techniques (such as the use of a berm, flood walls, etc) is mailed to property owners with repetitive flood-loss structures and to known flood prone structures on an annual basis.

Additionally, coordination of emergency services during times of flooding is through the Office of Emergency Management (OEM). The OEM is responsible for coordinating publication of the County's annual evacuation and severe weather warning publication and in activating the County's warning systems. Other groups within the County provide flood information. These groups include the National Weather Service, the State of Florida Department of Emergency Management, the Water Management District, the American Red Cross, the Tampa Bay Regional Planning Council and the various cities (the County and Cities work closely in disseminating information).

Goal 4 - Provide advice and assistance to property owners concerning the protection of their properties from flooding, local drainage and sewer back-up problems. The County has an aggressive public outreach program. During the preceding review period, the County's Community Rating System Outreach Committee identified outreach projects that are directly associated with furthering local efforts in educating residents about flood hazards and the National Flood Insurance Program (see activity 330). Additionally, the County's emergency-management initiatives have included educating various groups about various hazards and measures of protection (including flooding) through groups such as Chambers of Commerce, City/County forums, and business groups. These activities have assisted greatly in educating businesses (and residents). During the past year, the Tampa Electric Company and the County (through the Utility bill) have also assisted through mail-outs and notification to the community.

Additionally, the County has provided assistance to residential flood-loss victims through various avenues that have included letters, telephone calls, E-mails and site visits. County staff site visits include providing assistance to residents in evaluating potential hazards to a structure, which is provided through a certified planner and/or a licensed engineer. Also, during the past year staff has assisted two residents enter into the Federal Severe Repetitive Loss (SRL) program with one grant agreement scheduled to be approved by the Board of County Commissioners on September 4, 2014.

Goal 5 - Develop an aggressive program to identify and obtain funding for both pre- and post-disaster mitigation projects. The County currently has an aggressive plan that seeks to relieve flooding problems within the unincorporated area of the county. To augment this effort, staff had received funding to provide notification to those as designated within the Special Flood Hazard Area. This has been identified previously, but is included as a reminder of the continuation of the program. Other projects continued are associated with stormwater capital projects, stormwater master plan updates, and asset management of the stormwater systems and respective weighting of maintenance. The County also continues to work with other entities in the review of potential impacts to the community due to changes to the National Flood Insurance Program (NFIP) due to implementing the Biggert-Waters Act of 2012, modifications to the NFIP during 2014, and affects from climate change that includes the review of sea level increase.

Goal 6 - Continue and enhance existing programs that acquire wetland areas for passive recreation uses while providing significant watershed volume storage and buffer areas from the floodplain. The County aggressively pursues the acquisition of significant habitats that benefit the community in numerous avenues. Staff working with the county's Environmental Lands Acquisition and Protection Program continues to aggressively acquire wetland and upland areas that can be used for watershed volume storage and floodplain buffer areas.

Additionally, the County protects wetland and significant wildlife habitat areas through regulations implemented through the County's Environmental Protection Council. The County's development regulations offer another avenue of protection to persons and property through Land Development Regulations and plan-review processes. Regulatory processes implemented through agencies under the Board of County Commissioners have worked well in identifying areas of conservation and preservation for the benefit of protecting persons and property and that serve to provide watershed storage and designated floodplain buffer areas. These regulations have also served to have developments protect surrounding properties.

The County also has a very good recreation program. Through this program and similar initiatives through State and Federal agencies, the County contains resource-based open space that also serves as watershed volume storage and buffers to various categories of floodplains.

Goal 7 - Prioritize capital projects that will mitigate flood impacts in those areas of the County that have experienced significant flooding problems. While developing the Local Mitigation Strategy (adopted by the Board of County Commissioners), the Hazard Mitigation Section worked with a countywide Local Mitigation Strategy (LMS) Committee to design a prioritization system for mitigation activities. Through the use of this system, the LMS Committee ranked various mitigation projects with respect to the risk to the community, to the number of persons affected, and meeting objectives of the Local Mitigation Strategy. This information has been used in requesting funds from the State and Federal agencies. Additionally, the list of prioritized projects within the LMS was developed by taking into consideration current programs implemented through the Public Works Department,

which included the current county-wide drainage studies and County stormwater programs. Additionally, the County's Public Works Department's Stormwater Section has aggressively addressed flooding hazards throughout the County through a five-year Capital Improvements Program.

Goal 8 - Develop the ability and personnel to review all capital projects in terms of a comprehensive analysis of hazard mitigation opportunities. This activity should include the assignment of a full-time hazard mitigation planner. This task continues (also see text under Goal 7). The past Planning and Growth Management Department has been dissolved and the Hazard Mitigation Section was moved into the Public Works Department with a greatly reduced resource base. In the development of the program and in 1998, the first assignment of the Hazard Mitigation Manager was to complete and have the Board of County Commissioners "adopt" a community Local Mitigation Strategy. It is the review of capital projects and prioritizing of mitigation projects within the capital projects list by the Local Mitigation Strategy Working Group that many projects are selected for consideration. These projects many times are associated with stormwater, flood protection, and infrastructure that is associated with floodplain management. The similar process does exist within cities within the County. The initial Strategy was adopted on August 18, 1999 and contains mechanisms that have Section staff evaluate capital improvement projects with respect to fulfilling hazard mitigation initiatives. This Strategy was subsequently used by the City of Tampa to address the need for a Floodplain Management Plan. In addition, members of the staff from Hillsborough County and members of the City of Tampa's staff have become Certified Floodplain Managers. The plan is in good standing.

Goal 9 - Continue to implement a hazard mitigation plan that will guide and assist the County in reviewing all new requests for development and in establishing priority for hazard mitigation projects. The County is in the process of updating analyses of risks to area residents and businesses. The community-wide document was compiled through an effort with input provided by both private and public sectors. Additionally, the community document identifies mitigation initiatives and lists prioritized projects that will assist in making the county a better prepared area against hazards that impact public/private agencies, businesses, and residents.

Current processes include reviewing areas susceptible to flooding (inland, riverine and coastal) and potential mitigation initiatives to further public safety protection and protect both public and private property. In review of various sources of data, analyses illustrate that post-FIRM structures within the Special Flood Hazard Area have not flooded due to significant natural events. This illustrates that current regulations and development review procedures work with respect to ensuring new development is protected against risks associated with the one-percent probability of flooding.

As identified, a "Local Mitigation Strategy" (LMS) was adopted by the Board of County Commissioners on August 18, 1999. The LMS was updated in 2010 (annually reviewed and updated pursuant to Florida Statutes) to include recent activities and updates (it is recognized as compliant with the Disaster Mitigation Act of 2000 as well). This document was adopted by Hillsborough County and the three municipalities in fall of 2010. The LMS is currently under review and update. To further the LMS, the County adopted the Post-Disaster Redevelopment Plan during 2010.

Goal 10 - Review the effects and locations of areas that experience flooding and determine what steps, if any, the County can take to alleviate future impacts. Through work associated with the Local Mitigation Strategy (and the long-term redevelopment ordinance associated with disasters) and the annual review of areas and structures impact by repetitive floods, a review of past (minimal flooding during this reporting period) flooding "problems" was conducted by multiple agencies within the County. County staff principally identified that post-FIRM residential and business structures that are within the Special Flood Hazard Area have not flooded due to significant natural events. This fact illustrates future actions will remain as currently focused, which includes alleviating existing flooding problems, performing studies to better understand drainage patterns to better protect new and old developments, completing stormwater projects and continuing stormwater/drainage maintenance programs. This process is presently occurring.

Although the County is aggressively addressing stormwater-flooding issues, the County remains as a Category C jurisdiction with respect to the number of repetitive flood-loss structures. To assist in alleviating this issue, the Building Official will continue to have permit records monitored to ensure that property owners do not substantially

improve structures susceptible to flooding unless steps are taken to have the structure brought into code compliance -- monitoring substantial improvements/damage. The current review period included meeting with numerous contractors and residents to review this issue.

Additionally, the County is continuing to assist residents and reduce potential impacts due to flooding disasters. The County will continue to work through its Hazard Mitigation Section efforts to remove structures from the Special Flood Hazard Areas (as resources allow), to educate citizens and businesses about flooding hazards, work with FEMA to update FIRMs and work towards minimizing threats to the community to both natural and society-based hazards. This includes educating citizens about flood and severe weather warning systems.

**Repetitive Flood Loss Section:** The unincorporated area of Hillsborough County has been identified as a National Flood Insurance Program category “C” community by the Federal Emergency Management Agency. A repetitive loss is defined as two (2) or more insurance claims in excess of \$1,000 each for the same property. A category “C” community is one in which ten (10) or more repetitive losses have occurred in the community. Because repetitive flood-loss properties represent approximately one third of the flood insurance claims processed by FEMA, they have made the adoption of a plan to address the specific properties in this classification a mandatory requirement for participation in the Community Rating System (CRS).

The possible activities that could be undertaken to reduce potential flooding to repetitive loss properties must be balanced with rights of property owners, the ability of the County to finance various activities and the potential benefits of those activities. Considering these variables, the County has undertaken the following:

- The Engineering and Environmental Services Division, Public Works Department has resource constraints and did perform some levels of work to update the list of repetitive loss properties, which in the past has requested to have permit records appropriately identified. The permit tracking system is used in the process of monitoring permit activity associated with specific structures to ensure construction activity (based upon reported values). (This process is as defined in the Flood Damage Control Regulations.)
- Pursuant to the requirements of the National Flood Insurance Program, the County through the Community Rating System Coordinator anticipates sending properties within repetitive-loss areas a brochure that that their homes are susceptible to flooding and include information on retrofitting, elevation, relocation and stormwater protection. In addition, these residences have routinely been provided notice when potential funding becomes available to mitigate future losses to their structures. During this year, the notification letter included a notice of potential funding availability through HMA (FMA and SRL included) and HMGP grant programs. Added, properties within repetitive-loss areas have received the County’s outreach brochure. Additionally, repetitive flood-loss properties are identified within the County’s permit system, which information is made available to teams when permit applications for respective properties is requested.
- The Engineering and Environmental Services Division, Public Works Department during the past year did provide a cursory review AW forms. Because of resource constraints, the result of this assessment did not result in a comprehensively update.
- The Community Rating System Coordinator worked with the Stormwater section of Public Works to review flood losses. Although, a comprehensive review of areas susceptible to flooding were reviewed in the context of updates to Stormwater Master Plans, respective reviews have not provided significantly different data from what has been identified within the work that was performed in the past decade to address flood-protection along with supporting infrastructure. In the coming year, the Information obtained from this analysis will be considered for the inclusion into the Local Mitigation Strategy (is under an update to be readopted). The actual process of reviewing flood-loss data is an annual task to identify to County managing staff any emerging patterns of flooding – there have not been identified any such patterns other than that associated with known areas. These patterns are used in the decision process for zoning changes and prioritization of capital projects listed (includes those that are listed within the LMS and is provided to the Public Works Department’s Stormwater Section). There has not been a change to currently known patterns.

**Flood Damage Prevention Action Plan:** Taking into consideration the existing fiscal constraints in Hillsborough County and the realization that all floodplain management activities are conducted through various agency-

operating budgets, the following action plan is designed to serve as a balanced, comprehensive program to mitigate and manage the impact of development activity in the floodplain.

- Prevention – Development Services Department, Planning and Zoning Division conducts County regulatory review activities associated with land-development requests, which includes reviewing the need for preservation of open space for mitigating impacts associated with development in identified floodplain area. The County's Land Development Code (LDC) and the Construction Code provide regulations that limit and manage development activity in the floodplain by limiting encroachment into wetlands and preserving open space. This is primarily accomplished by ensuring limitations on impervious surface and preservation of critical areas.
- Stormwater Management -- The enforcement of the Land Development Code to ensure requests for development retains and attenuates stormwater impacts. Specifically, the Stormwater Technical Manual continues to be used to regulate all development, whether it is located within or outside of the floodplain. The Stormwater Management Section of the Public Works Department evaluates each flood event to determine the effectiveness of recently constructed projects and identify potential additional projects or improvements. The County's budget includes funding for the alternatives identified in the revised Watershed Management Plans for the County's seventeen basins as identified in the Stormwater Management Element of the County's Comprehensive Plan, which have been adopted and used to update the Flood Insurance Rate Map – a modification did occur to FIRMs with four panels during the past year.
- Drainage System Maintenance -- The County continues to take the appropriate actions to maintain the County's stormwater management systems. The Water and Public Works Departments, through maintenance programs funded by its operating budget, maintains the stormwater conveyance systems to ensure that flooding impacts are minimized.
- Property Protection through Acquisition -- There were no acquisitions during the current reporting period of October 2013 to September 2014. Since 1998, the County has used matching funds with State and Federal Funding (initiated through the Hazard Mitigation Program) to acquire or elevate 22 properties that have experienced repetitive losses due to flooding – one such project was completed this past year after four years of design and construction. Additionally, through land acquisition purchases by the Environmental Land Acquisition Program, the County will continue to remove property located in the floodplain from the impacts of development. The continuing implementation of this program regarding flood mitigation is important because the removal of property located in the floodplain and its preservation as resource-based recreation maintains storage capacity and removes respective floodplain areas from potential development. A complimentary benefit is the acquisition of adjacent uplands as open space further reduces the introduction of impervious surfaces that can contribute to flooding problems -- buffer to floodplains.
- Building Elevation -- Through the enforcement of the County's Flood Damage Control Regulations (Ordinance) and in conjunction with its participation in the National Flood Insurance Program Community Rating System, structures located in floodplains will continue to be identified for elevation to mitigate for their location in flood-prone areas. The most recent project was completed during the past year. Previously, the Hazard Mitigation program looked into acquiring a repetitive flood-loss structure during the 2006 to 2007 reporting year; whereby, an award to a resident was obtained but the County could not identify the public good that outweighed the individual good for this situation due to associated continued maintenance. The County performed a modified elevation for one structure during the past year and has applied for several others in this reporting period. The County views this activity as a major contribution toward mitigating the impacts of flooding.
- Insurance -- The County will continue to actively participate in the National Flood Insurance Program. A major contribution to this effort is the recognition of the Community Rating System program is managed by a full-time staff member; however, the program has limited resources at this time. To this end, the County has developed a Hazard Mitigation program staffed full-time. As part of the program, it is recognized that a major emphasis should be placed on the education of those property owners who are located in the floodplain that they should secure flood insurance. Increased insurance policies will add protection to policyholders during times of flooding; for example, the magnitude of potential flooded structures may include about 42,000 structures indicated by FEMA or as great as 59,000 parcels that are (or could be) built upon (County data).
- Emergency Services -- The coordination of emergency services during times of flooding is through the Office of Emergency Management (OEM). The OEM is responsible for coordinating publication of the County's annual evacuation and severe weather warning publication and in activating the County's warning

systems.

- Flood Warning -- When the National Weather Service issues flood watch or warnings, the Emergency Operation Center (EOC) initiates those activities appropriate to the potential threat of the event.
- Flood Response -- Through the EOC, the Public Works Department as an Emergency Service Function within the EOC furnishes sandbags to County residents at Public Works Department facilities located throughout the county. If evacuation is deemed necessary, the EOC opens shelters in affected areas and coordinates activities of the Sheriff's Office, the Health Department, the Red Cross Emergency Medical services and other agencies as required to accomplish a safe evacuation.
- Structural Projects -- The County's Stormwater Program was approved by the Board of County Commission in fiscal year 1998 and continues to be funded for implementation. These activities include projects that implement the County's Master Drainage Plan. County staff reviews, evaluates and prioritizes needs so that available funding is allocated to those projects that are most critical in alleviating flood impacts.
- Storm Sewers -- The County, as part of its Capital Improvements Program continuously provides funding for the reconstruction of obsolete storm sewer systems. This activity includes the replacement of storm pipes, manholes, end walls, culverts and conveyance systems. The CIP also provides funding for individual projects designed to alleviate flooding problems in specific locations in the County.
- Retention -- Each development, whether private or public, is required to meet the provisions of the Stormwater Technical Manual. Instead of providing reservoirs to store stormwater runoff, each project must provide on-site retention of its runoff and/or tie into the County's stormwater system. As part of the County's effort to retrofit its stormwater system, funding in the Capital Improvement Program is provided to acquire property and construct stormwater retention facilities to alleviate flooding impacts to roads and private property.
- Public Information -- The County has undertaken various activities that advise property owners concerning the hazards and potential mitigating activities associated with building in the floodplains. This is evident through the County's participation with FEMA as a Cooperating Technical Partner and through the annual mailout to all property owners of floodplain properties (approximately 59,000 properties).
- Map information -- Residents, both existing and potential, can access information relating to the floodplains at the Permit Services Center. Floodplain determinations can be requested that provide an official determination of whether a property is located, fully or partially, within a floodplain. Additionally, the County has mapped the floodplains on its Geographical Information System (GIS). The County has also mapped the storm surge from hurricanes based on the SLOSH model.

**Conclusion:** During the period of October 1, 2013 to September 30, 2014, the County initiated the flood-warning system for the north-central Tampa area of due to severe thunderstorm event on May 2, 2014. Additionally, the County is completing the update of all watershed master plans to better identify flood-hazard boundaries, and is in the process of the update to the Local Mitigation Strategy. These updates will be used to further update FIRMs in the future working with FEMA. FEMA is also currently in an update of coastal FIRMs, which may illustrate added areas of Velocity Zones and the area associated with limited of moderate wave action. The analysis, and assessment of other funding sources for mitigation, will continue during the next review period, but it must be mentioned that limited funds exist due to the recovery from the recession still underway. Recommendations associated with this effort may be forwarded to the County's Administrator's Office for further direction if appropriate.

## OBJECTIVES

Local Mitigation Strategy, Floodplain Management Plan Implementing Objectives		Provide leadership in protecting low-income properties and public housing from the impacts of floods.
		Prevent new development in the floodplain from increasing runoff and resulting in increases in flood volumes in the floodplain.
		Develop a public awareness program that informs <u>all</u> property owners in the flood zones that they are located in a flood zone.
		Provide advice and assistance to property owners concerning the protection of their properties from flooding, local drainage and sewer back-up problems.
		Develop and aggressive program to identify and obtain funding for both pre and post disaster mitigation projects.
		Continue and enhance existing programs that acquire wetland areas for passive recreation uses while providing significant watershed volume storage and buffer areas from the floodplain.
		Prioritize capital projects that will mitigate flood impacts in those areas of the County that have experienced significant flooding problems.
		Develop the ability and personnel to review all capital projects in terms of a comprehensive analysis of hazard mitigation opportunities. This activity should include the assignment of a full-time hazard mitigation planner.
		Continue to implement a hazard mitigation plan that will guide and assist the County in reviewing all new requests for development and in establishing priority for hazard mitigation projects, which includes flooding.
		Review the effects and locations of areas that experience flooding and determine what steps, if any, the County can take to alleviate future impacts.

Source: Hillsborough County Planning and Growth Management, Hazard Mitigation, 2010.

### Review Plan Activities

FPMP Tables 9 through 13 illustrates flooding mitigation activities within the Local Mitigation Strategy (LMS, Section V, beginning on page V-10). Mitigation activities are both specific to the type of flooding and general to flood mitigation that is applicable throughout the community.

**TABLE 3  
FLOODPLAIN MANAGEMENT, MITIGATION SPECIFIC TO FLOODING EVENTS**

Coastal or Riverine Erosion	<p>While the County has miles of coastline, a large majority of the developed coastal shoreline has been hardened by seawalls. The seawalls, while not an environmentally preferred mitigation option, do minimize erosion from minor to moderate flooding events. Strategies to protect the more pristine coastal areas of the community against erosion include: acquisition of sensitive coastal areas through either the county-wide Environmental Lands Acquisition Preservation Program or various state programs such as Florida Forever; adherence to current engineering standards, vegetation and setbacks.</p>
Hurricanes and Tropical Storms	<p>There is a multitude of approaches to mitigate effects from hurricanes. The following illustrates mitigation initiatives that have been the most effective within the region and throughout the U.S. • <i>Public awareness and evacuation plans</i> -- The loss of life due to hurricanes has been reduced due to warning and forecast advances, public awareness programs and the development of evacuation plans. Evacuation efforts and the knowledge of the evacuation process assist in moving residents from areas vulnerable to storm surge, historically the major hurricane "killer". However, local officials recognize that public education is key to the success of any response plan especially in the densely populated metropolitan communities such as Tampa Bay. • <i>Building construction</i> -- Mitigation of property damage has been most successful in areas specifically designated special flood hazard areas through the implementation of construction codes, land-development regulations and growth management policies. • <i>Special flood hazard area setbacks</i> -- Land-development regulations developed in response to the county and cities participation in the National Flood Insurance Program have ensured structures constructed within the previous 20 years are elevated above base flood elevations and can withstand potential wave action. In addition, the implementation of Comprehensive Plan policies and the creation of a local Environmental Protection Commission have further minimized flooding impacts. • Development prior to the adoption of various mitigation policies and regulations remains more susceptible to damage. Public education programs have been initiated to assist businesses and residents learn about retrofitting techniques. Mitigation strategies have also included repetitive loss acquisitions, structural elevations, wind retrofit projects, critical facility retrofits and acquisition of designated conservation areas.</p>
Flooding	<p>Warnings of potential flooding, or of an actual flood, are the responsibility of the National Weather Service (NWS) and the Florida Division of Emergency Management (DEM). Warning time for flood events may vary significantly. The least warning time would be with severe thunderstorms, which occur frequently in our area, but give little notice as to the extent of rainfall that can be produce in various parts of the County. With regard to riverine flooding as little as 4-6 hours of warning are possible. An average warning time for coastal flooding would be about 12 - 18 hours, however certain systems could produce more or less warning time. In addition to warnings and public notification, there are other measures of protecting against floods. All the jurisdictions in Hillsborough County participate in the National Flood Insurance Program (NFIP). Through this participation, standards exist for mitigation development in areas designated as flooding. About 54% of the 181,486 vacant acres in the 100-year floodplain are to be developed for residential, commercial, industrial uses or public facilities, indicating risk reduction strategies should be considered prior to development of this vacant land. Source: Hillsborough County Profile /Integration of the Local Mitigation Strategy into the Local Comprehensive Plan/Florida Department of Community Affairs/2009 update. Through the NFIP, development regulations have been approved that assist in ensuring new development is designed and constructed in a fashion that is more flood-resistant and out of the 100-year floodplain.</p>
Tsunamis	<p>As noted above, the likelihood of a tsunamis affecting Florida is slight. Even so, the possibility of a tsunami affecting the eastern coast of Florida is real. Consequently, emergency management professionals should remain on alert to those events which may result in a tsunami.</p>
Dam/Levee Failures	<p>The State and industry have in-place federally approved dam inspection processes (Federal Insurance Agency, 1998). Areas associated with mining have been identified on growth management maps and within the Hillsborough County Comprehensive Plan. Use of these programs and continued cooperation between the County, State, and industry will serve to minimize the risks of dam failures within Hillsborough County.</p>

In review of the above generalized mitigation techniques, a comprehensive review of mitigation guiding principals are reviewed and included within the Local Mitigation Strategy, Section 5, pages V-1 through V-15. Within the review, the following mitigation subject areas are analyzed and have been affirmed by the Board of County Commissioners as mitigation guidance for respective subject areas.

**TABLE 4  
GUIDING PRINCIPALS**

MITIGATION	GUIDING PRINCIPAL	DESCRIPTION
OBJECTIVES	Public Education	Increase public awareness in the use of mitigation programs and techniques to reduce the impacts of natural and society-based hazards.
	Coordination	Coordinate public and private sector participation in identifying and managing and/or implementing mitigation projects and measures throughout Hillsborough County.
	Development Management	Identify and implement a combination of regulatory, incentive and initiative programs that will reduce potential loss and would encourage participation in ongoing hazard mitigation.
	Critical Facilities	Develop and maintain an inventory management system on all data affecting hazard mitigation.
EVALUATION OF EXISTING AUTHORITIES ... RESOURCES	Regulatory Review	Local governments employ regulatory procedures that manage growth through the development review process. These regulations are principally associated with mitigating the impacts of development associated with floodplains/floodways (includes the establishment of base-flood elevations or identification of floodproofing), wetlands, and coastal high-hazard areas.
	Plans and policy implementation	The adopted Local Government Comprehensive Plans are used to guide growth based upon factors such as: development limitations, public-service provision and environmental resource protection. Additionally, the County and municipalities have adopted other plans for use in mitigating hazards and in the Development review process.
	Program implementation	The County has implemented programs that are effective in mitigating hazards, which are mostly confined to hazards associated with flooding, at this time. Some plans are not unified or integrated. One of the principal purposes of the Local Mitigation Strategy is to unify these programs and “identify areas for strengthening” to ensure implementation of the Local Mitigation Strategy. Plans principally associated with mitigating development that are becoming better integrated are: Post - Disaster Redevelopment Plan; Greenways and environmental lands acquisition – some areas identified for acquisition may serve a dual purpose (recreation/preservation and hazard mitigation); National Flood Insurance Program and the Community Rating System criteria provides for the provision of flood insurance; Floodplain Management and Stormwater drainage programs – these programs have been established to minimize and mitigate flooding hazards.

COOPERATING TECHNICAL PARTNER (CTP) PROGRAM AND THE DIGITAL FLOOD INSURANCE RATE MAP (DFIRM)	CTP Program	2009 – Anticipate adding a mechanism in which the county will assist in updating the DFIRMs.
NATIONAL FLOOD INSURANCE PROGRAM (NFIP)	Compliance	All jurisdictions are active participants in the NFIP. In an effort to ensure continued compliance with the NFIP, each participating community will: 1. Continue to enforce their adopted Floodplain Management Ordinance requirements, which include regulating all new development and substantial improvements in Special Flood and Coastal High Hazard Areas (SFHAs and CHHAs); 2. Continue to maintain all records pertaining to floodplain development, which shall be available for public inspection; 3. Continue to notify the public when there are proposed changes to the floodplain ordinance or Flood Insurance Rate Maps; 4. Maintain the map and changes identified through Letters of Map Amendment; Revisions or changes; 5. Continue to promote Flood Insurance for all properties; 6. Continue their Community Rating System outreach programs
	Repetitive Loss Initiative	Implementation of the Floodplain Management Plan
	Flood Mitigation Activities	The possible activities that can be undertaken to reduce potential flooding to repetitive loss properties must be balanced with rights of property owners, the ability of the County to finance various activities and the potential benefits of those activities. Considering these variables, the County has undertaken the following steps: update the list of repetitive loss properties on an annual basis; provide properties within repetitive-loss areas a bulletin or personal warning of risk in the respective area; perform reviews and site visits, where appropriate, for all repetitive loss structures; and perform an analysis of flood annual losses.
	Flood Damage Prevention Action Plan	Taking into consideration the existing fiscal constraints in Hillsborough County and the realization that all floodplain management activities are conducted through various agency-operating budgets, the following action plan is designed to serve as a general design to mitigate and manage the impact of development activity in the floodplain: Prevention; Stormwater Management; Drainage System Maintenance; Property Protection through Acquisition; Land acquisition purchases by the Environmental Land Acquisition and Protection Program (ELAPP); Building Elevation; Insurance; Emergency Services; Structural Projects; Storm Sewers; On-Site Attenuation; Public Information; and Map information.
	Community Rating System (CRS) Overview	Implementation of tasks per activities: 300, 400, 500, and 600.

Were any objectives not reached or is implementation behind schedule? If so, state why: Goals and actions are being met: The following illustrates those items addressed in the preceding period either fully or partially. The County is again in the process of completing watershed master plans for the 17 watershed basins in Hillsborough County. These will be used to direct Capital Improvement Projects, utilize Community Investment Taxes, eventually update models used to update Flood Insurance Rate Maps, and assist in creating new flood response systems. The County has permanently funded a Hazard Mitigation Program; although, to positions associated with daily implementation have been moved to another agency but remain assigned to the program's implementation. A

new position was approved that will work with AW forms, assistance grants, repetitive flood-loss notifications, and the update to the Local Mitigation Strategy. The new position is a Senior Planner position, which may serve as the CRS Coordinator in the coming years as delegated by the Manager of the Hazard Mitigation Program. The lead of the CRS program has moved principal operations to the Public Works Department, Engineering and Construction Services

Should new projects be started or should any of the recommendations or objectives be revised? The following are activities that did not fully meet objectives; whereby, respective activities are continuing:

- Each year the County sends flood-hazard area and repetitive flood-loss property owners a brochure regarding respective areas. During the past year, the Hazard Mitigation Section did prepare to award a bid for printing and mailing; however, due to the transition of financial systems and due to resource constraints, respective brochures were not printed. It is anticipated, the respective process will be met for this coming year and bulletins are anticipated to be mailed in September of 2014. However, as of late August, funding allocation for the project has come into question and the County Financial Services agency is awaiting final approval to award the bid and print-mailing project.
- Each year the Hazard Mitigation Program has integrated activities with other agencies to provide information at various citizen meetings, which includes Hispanic community meetings. These events are at schools, churches, and other areas with easy access for the public. Because of limited resources, the County was unable to attend all outreach opportunities. However, flood and disaster preparedness was provided to meet with residents at schedule workshops no less than seven times.
- The County has maintained National Flood Insurance Program (NFIP) resource libraries within local permitting offices with minimal maintenance. The lack of resources and also in demand for materials, maintenance to this program will be made on a per request basis. The materials are taken to meetings and other community events, which augments the provision of information. Also, citizens may request materials through any of the County's Development Services and Engineering and Construction Services Offices.
- As part of the educational program, information is anticipated to increase through media avenues such as through the County's Newsletter, utility-bill notifications, and links to FEMA ([www.fema.gov](http://www.fema.gov)) and the State of Florida ([www.floridadisaster.org](http://www.floridadisaster.org)). Requests for such participation were affected by resource allocations during the past reporting cycle; however, with newer team members an aggressive program is developing.
- The County is currently completing the update to watershed master plans to better identify flood-hazard boundaries. These updates have begun and will continue to further update FIRMs through FEMA.
- An assessment of grant-funding sources for mitigation will continue during the next cycle period; except at a slower pace due to resource constraints.
- The County has been delayed in meeting long-term post-disaster redevelopment plan activities associated with mitigation to disasters. This process adds to flood protection to better rebuild following a disaster, but will also build greater resiliency into these areas due to action pre- and post-disaster. In addition to the aforementioned, refer to the report with Activity 330, which provides greater detail with the following items to seek to achieve in the coming year:

Progress Report discussed and/or made available at a public meeting: Information contained within this year's cycle package was discussed during five public workshops scheduled in early and mid August. Meetings were identified on the County Calendar with date and times published so to ensure proper notice was provided to the public. Additionally, the Communications Department provided informational signage in advance of each meeting.

Activity 540  
Typical Stormwater Inspection Report

The County continues to inspect and maintain the public stormwater facilities for which credit has been verified. Additionally, the County continues to implement the drainage-system maintenance program. Attached are two documents from the computerized maintenance management system, MaintStar. The first is WR00003005, which is a record of the work request and subsequent inspection regarding maintenance activity on Millwood Dr in Tampa. The second is ST00000690, which is a Work Order from the same system documenting the work accomplished, resources utilized, times and dates and quantities to affect the required repair. Although, documents illustrate space for signatures, such approval is provided in a digital format.



## Request

<b>WReq #</b>	WR00003005	<b>Created</b>	2/26/2014
<b>Dispatcher</b>	Larry Webster (SIT)	<b>WR Status</b>	Processed
<b>Phone 1</b>		<b>Priority</b>	
<b>Promised</b>			

## Customer information

<b>Customer</b>		<b>Location</b>	
<b>First Name</b>	John	<b>Last Name</b>	Vantelt
<b>Cust Phone</b>	813-886-6016	<b>Email</b>	
<b>Street Number</b>		<b>City</b>	
<b>Street</b>		<b>State</b>	FL
<b>Cross Street</b>		<b>Zip Code</b>	

<b>Locat. Description</b>	:
<b>Complaint</b>	culvert collasping and creating hole by drainage - behind 8413 Millwood Dr
<b>Comments</b>	

## Complaint Address

<b>Street Number</b>		<b>City</b>	TAMPA
<b>Street</b>	MILLWOOD DR	<b>State</b>	FL
<b>Cross Street</b>	BAY CREST LN	<b>Zip Code</b>	

<b>Notes</b>	Duplicate of WR2638 & ST201: There ia a large washout which may be over an 18" RCP on the south bank 8413 Millwood Dr. I will E-mail H. Holley to TV the drainage system. Called Mr. Topp with the information. He said "Thank You!" 5/1/14 original WR and TP have been closed. Initiating new TP
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<b>Maintstar WO</b>	Stormwater	<b>Issued WO</b>	ST00000690
<b>Complaint Code</b>	DRAINAGE & STORMWATER	<b>WO Issued Date</b>	5/1/2014
<b>Inspection Type</b>		<b>Customer Type</b>	PUBLIC
<b>Inspection #</b>		<b>In House</b>	False
<b>Inspection Date</b>		<b>Assigned To</b>	7677

Customer Signature: \_\_\_\_\_  
9/3/2014

Inspector Signature: \_\_\_\_\_  
9/3/2014



Stormwater Work Order
West Service Unit

Created By rodriguezlm (laura Rod

WO # ST00000690 ADM Sys. 0000112 Activity 1302 PIPE REPAIR Priority 2
Issued 05/01/14 13:40 Target 06/03/14 07:31 Assigned to 8381 Approved by 3656
Closed 06/05/14 08:18 WO Type CM EDUARDO GARCIA JAMES MCCULLOUGH

Acc. No. Proj. No.

Customer Info
First Name John Last Name Vantelt Phone1 813-886-6016- Phone2 - - -
Request culvert collapsing and creating hole by drainage - behind 8413 Millwood Dr
Complaint Code: DRAINAGE & STORMWATER
Request Address Use Customer Address Cross Street WReq. #
MILLWOOD DR TAMPA, FL BAY CREST LN WR00003005
Location Description Notes Duplicate of WR2638 & ST201: There is a large washout which may be over an 18" RCP on the south bank 8413 Millwood Dr. I will E-mail H. Hollev to TV the drainage system. Called Mr. Topo with the information.

135

40HRS

C225

Task Descr/Complaint: Millwood Dr8413 - culvert collapsing and creating hole by drainage - behind 8413 Millwood Dr

Action Taken: Complaint Code: DRAINAGE & STORMWATER

Supervisor Notes:

Operation: WSU

C225 - Millwood Dr 8413 - Const crew to repair 18"rcp pipe from behind 8413 Millwood Dr to canal.
5/29/14 Put winch in box + secured it - dug out back by canal and took out 4 ft section of pipe - prepped
5/30/14 Took 13-15 inch slipliner to jobsite and secured it by ditch in back - prepped job
6/03/14 - Blew out existing pipe - installed 135 lf of slipline from DBI box to ditch in yards
6/4/14 MATERIALS ADDED -SR
6/4/14 - Back filled pipe compavted area and sealed pipes ends. complete.

Millwood Dr 8413 - Const crew to repair 18"rcp pipe from behind 8413 Millwood Dr to canal.

Table with 6 columns: No., Part Stock Number, Model Number, Brief Description, Qty, Cost. Rows include CEMENT-HYDRAULIC, SEALANT-EXPANSION FOAM, and PIPE-POLY SLIPLINER FOR 15".

Summary table with 4 columns: Labor Cost, Material Cost, Equipment Cost, Contractor Cost, Misc. Cost, Total WO Cost.

Print Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Activity 540

Drainage System Maintenance, Stream Dumping

Activity 540  
Stream Dumping Outreach

The County continues to implement the storm-drain marking program. The program is managed by the Chief Environmental Scientist within the Stormwater Environmental Program. Within the program, the County placed 579 markers on stormwater inlets. At each marking event, door hangers were also distributed to surrounding homes to provide information on how best to perform stormwater protection. Additionally, the program was promoted through the following means:

- On December 16, 2013 the County performed a Facebook post about storm drain marking.
- The "Osprey" Adopt-A-Pond group in Sun City Center, had grandchildren mark storm drains to help prevent pollution from washing into their pond (a storm drain marking kit is available at [www.HillsboroughCounty.org/AdoptAPond](http://www.HillsboroughCounty.org/AdoptAPond)).
- A sign-up form on the Hillsborough County Water Atlas webpage is available for those interested in storm drain markings. The specific link is: <http://www.hillsborough.wateratlas.usf.edu/forms/stormdrain.aspx>.

Additionally, the program provides management of the illicit discharge detection program. This program is associated with the National Pollutant Discharge Elimination System; whereby, the County is required to train all field staff annually in how to spot and report illegal dumping, discharges, and connections. To assist with this program, the County hired an inspector who investigates complaints of discharges and pursues corrective actions.

For added information, the following Chief Environmental Scientist may be contacted:

**John S. McGee IV**  
Chief Environmental Scientist  
Stormwater Environmental Programs Coordinator  
Public Works Department  
Hillsborough County BOCC  
2420 N Falkenburg Rd.  
Tampa, FL 33619  
p: 813.744.5671 | f: 813.744.5674  
e: [mcgee@hillsboroughcounty.org](mailto:mcgee@hillsboroughcounty.org)  
w: <http://www.hillsboroughcounty.org>

ACTIVITY 540





ACTIVITY 540

## Public Works Department

# ILLICIT STORMWATER DISCHARGES

Hillsborough County is responsible for the operation and maintenance of thousands of stormwater inlets, pipes, ponds, catch basins and other structures, as well as miles of ditches and canals. These all make up what is referred to as the County's MS4 or Municipal Separate Storm Sewer System. Federal and State regulations known as the National Pollutant Discharge Elimination System, or NPDES rules, require that the County minimize the discharge of pollutants from its MS4 to waters of the United States (lakes, streams, wetlands, bays, etc.). Accordingly, in 1994, the County adopted a Stormwater Ordinance (No. 94-15) that prohibits "illicit discharges" to the County's stormwater system and to surface waters.

### What is an Illicit Discharge?

The County's Stormwater Ordinance defines an illicit discharge as follows:

Any discharge to a MS4 or to waters of the U.S. that is not composed entirely of stormwater (with the exception of some discharges as described on the back of this handout). Any connection of a hose, pipe, ditch, or other device that is made to allow illicit discharges to an MS4 or waters of the U.S. is referred to as an illicit connection.



### How do I identify an illicit discharge or connection?

An illicit discharge may consist of a wide variety of things. Stormwater runoff from a contaminated site, muddy runoff, deliberate dumping, a hose or pipe discharging anything other than clean water or stormwater, etc. Things to look for include the following:

- ./ Discolored, foamy, or murky water (don't try to get a sample)
- ./ Unusual odor (don't get too close, watch out for toxic fumes)
- ./ Dead plants or animals (this may be due to natural causes or pollutants, either way don't touch directly)
- ./ Flow in a pipe or ditch that is normally not flowing when weather conditions are dry
- ./ Discoloration of pipes or channels or residue left over from the discharge
- ./ Chemical containers or bags left open or otherwise exposed to rain



### What do I do if I observe an illicit discharge or connection?

#### DOs and DON'Ts

- Do report it as soon as possible to the Environmental Protection Commission (EPC) at **627-2600**
- Do report it immediately to the EPC if there is an illicit discharge in progress
- Do write down the date, time and the location as specifically as possible
- Do note any color or odor and any other conditions such as foam/suds or dead plants/animals
- Do note if it is raining or has rained within the last day
- Do take a picture if you have a camera available
- Do note any identifying marks if a vehicle is involved (tag number, company name/phone#)

- Ⓜ DON'T try to take a sample (sampling must be done properly and by trained personnel)
- Ⓜ DON'T get too close to items that have unusual odors (the fumes may be toxic)
- Ⓜ DON'T touch dead plants or animals as they may have been in contact with toxic substances
- Ⓜ DON'T confront someone who is deliberately dumping or discharging pollutants

**What discharges are allowed?**

The County's Stormwater Ordinance allows the following types of discharges:

- \* Water line flushing
- \* Landscape/lawn irrigation or other irrigation water
- \* Uncontaminated groundwater discharges
- \* Potable water source discharges
- \* Air conditioning condensate
- \* Flows from springs
- \* Individual car washing
- \* Fire fighting and other emergency response activities
- \* Facilities in compliance with an NPDES permit
- \* Discharges which meet State water quality standards under Chapter 62-302 F.A.C.

**QUESTIONS? PLEASE CONTACT:**

Hillsborough County Public Works Department  
Specialized Services Unit  
Environmental Programs  
2420 Falkenburg Road  
Tampa, FL 33619

(813) 744-5671

*Dear Citizen:*

Thank you for expressing an interest in our environmental programs. We are extremely pleased with the success of these programs and look forward to working with you and your neighborhood.

All of our programs are public-private partnerships assisting neighborhoods and school groups to improve water quality, wildlife habitat, and appearance of the "realm", and stimulate the environment. There are no fees or costs required to participate in these programs. In order to qualify for participation, you must simply meet a program's criteria.



a

# Adopt-A-Pond

Did you know that stormwater runoff is an important part of the vast system of pipes, conduits, gutters, and ditches that capture rainwater and roads from flooding? Not only do they hold water that would otherwise be in our streets, yards, and homes, but they also provide valuable wildlife habitat and ground-water recharge. Properly designed stormwater ponds can mimic natural wetlands, providing habitat for native plants and animals.

These ponds can also provide aesthetic benefits for a community, but homeowners are often responsible for the ongoing maintenance of these systems. That's where Adopt-A-Pond comes in. Through our program, you will learn to manage your pond and create a beautiful and functional landscape in your own neighborhood-created and maintained by you and your neighbors.



A Map of  
 Adopt-A-Ponds  
 Adopt-A-Pond has  
 been in existence  
 since 1991. Over 300  
 ponds have been  
 enrolled in the  
 program.

# Activity Background -- Activity 600

Hillsborough County

Community Rating System Annual Certification

Activity 610

2013-2014 Flood response for the Flood Warning Program  
Progress Report

**Hillsborough County**  
**2013-2014 Flood Response for the Flood Warning Program**  
**Progress Report -- Activity 610**

This report is prepared for submittal for continued credit under the National Flood Insurance Program's Community Rating System (CRS). It is designed to provide a short update and report on accomplishments toward implementing the County's Flood Warning System. There are attachments that identify actions associated with preparation of potential flooding events and the communitywide and multiagency exercise that included responding to flood impacts.

The period from October 2013 and September 2014 had no flooding events as such are classified within the Federal flood-insurance program, but the reporting period did have a significant rainfall event on May 2, 2014. The event was identified as a 200-year frequency event. The description of the event is referenced below, which was created (and is in final draft for review) by the Public Works Department, Engineering and Environmental Services, Junshan Su, PE, PhD.

The frequency estimation was made due to heavy rainfall occurred on May 2, 2014 in an area known as the Duck Pond/Donut Pond area. Based on the information from USGS Gauge 2304500 that is at the south end of 30<sup>th</sup> Street within the Hillsborough River. The peak one-hour rainfall that occurred with this event was 4.55 inches, which is more than 200 year/1-hour event (based on NOAA ATLAS 14 POINT PRECIPITATION FREQUENCY ESTIMATES: FL-- [http://hdsc.nws.noaa.gov/hdsc/pfds/pfds\\_map\\_cont.html?bkmrk=fl](http://hdsc.nws.noaa.gov/hdsc/pfds/pfds_map_cont.html?bkmrk=fl), the 200-year one-hour rainfall in this area is about 4.34 inches). The peak 2-hour rainfall is 6.36 inches, which is more than 500-year 2-hour rainfall event. The 24-hour total rainfall (from 9:30 AM May 2, 2014 to 9:30 AM May 3, 2014) is 8.01 inches, which is about the 25-year 24-hour design storm event. Below, Table 1 lists the estimated frequency associated with this of this event.

**Frequency Analysis of May 2, 2014 Event**  
**Source of Information: USGS Gauge # 2304500, May 5, 2014 (Draft)**

Table 1 Frequency Estimation

Duration (hour)	Rainfall Amount (inches)	Estimated Frequency	Note
0.25 (15 min)	1.53	Between 10 Year and 25 year	10 yr/15 min rainfall=1.46"; 25 yr/15 min rainfall =1.65"
0.50 (30 min)	2.60	Between 25 year and 50 year	25 yr/30 min rainfall =2.51"; 50 yr/30 min rainfall =2.72"
1	4.55	Between 200 year and 500 year	200 yr/1 hr rainfall =4.34"; 500 yr/1 hr rainfall =4.74"
2	6.36	Between 500 Year and 1000 year	500 yr/2 hr rainfall=6.13"; 1000 yr/2 hr rainfall =6.54"
6	7.16	Between 50 Year and 100 Year	50 yr/6 hr rainfall =6.56"; 100 yr/6 hr rainfall =7.47"
24	8.01	About 25 Year	25 yr/24 hr rainfall =8"

During the event, observed water levels identified from County engineers in this area are listed in Table 2. The Table lists water levels observed and estimated at major locations. Figure 1 shows the comparison of the rainfall distribution between the 24-hour design-storm events for the May 2-3, 2014 period.

**Table 2 Observed/Estimated Water Levels at Major Locations**  
 (Feet, NAVD 1988)

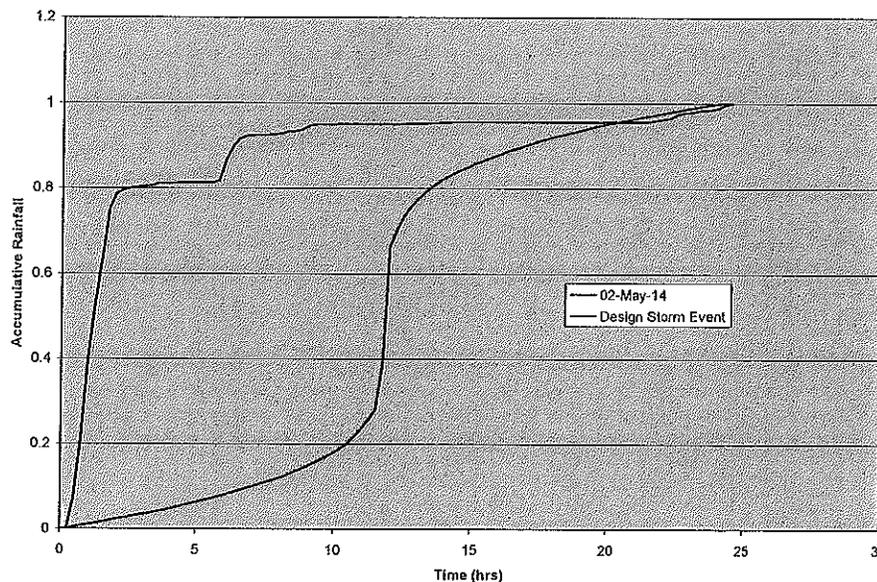
Location	Observed water level		Flooding Stage	Note
	May 2, 2014 12:30 PM	May 3, 2014 1:30 PM		
131 <sup>st</sup> Ave. Pond	31.0	N/A	34.00	
122 <sup>nd</sup> Ave./17 <sup>th</sup> St. Ponds	25.0	25.0	32.00	
Duck Pond west	29.3	27.8	32.60	
Duck Pond east	28.8	27.2	34.00	
Donut Pond	32.0*	24.0**	26.16	
Lake Poinsettia	32.0*	23.0**	29.70	

\* Peak water level. Estimated based on the high water mark.

\*\* Estimated based on field observation.

\*\*\* The peak water level in Hillsborough River occurred at 11:30 AM on May 2, 2014 is about 23.44 feet, NGVD, compared with the control water level of 22.5 feet, NGVD.

Figure 1 Comparison of Rainfall Distribution



**Summary**

- Peak one hour rainfall is more than 200 year event rainfall;
- Peak two hour rainfall is more than 500 year event rainfall;
- Peak six hour rainfall is more than 50 year event rainfall;
- 24 hour rainfall is about 25 year event rainfall.

**Hillsborough County**  
**2013-2014 Flood Response for the Flood Warning Program**  
**Progress Report -- Activity 610**  
**Page 3 of 5**

Additionally, the County did experience minimal localized flooding from thunderstorms during the summer period of the 2013/2014 reporting timeframe. During these events, the County's severe weather system was initiated providing warning of such events to residents and businesses. The Public Works Department did implement emergency flood-protection systems; however, there were no known reported flooded structures.

Also during the early spring and summer months, the reporting period was pronounced with continuous rainfall. Flood-storage systems did reach near capacity in certain areas. The flood-warning system was tested, which is used to provide agencies of operational needs and to provide information to notify residents of said areas (if such were needed).

Additionally, the Office of Emergency Management during the State Hurricane Exercise exercised a test of operations to coordinate emergency procedures. This session reinforced the use of techniques and procedures associated with Warning Systems implementation (see the After-action Report contained within this Activity). Additionally, the County reviewed and maintained the Critical Facilities Network and maintained its standing with the County's participation with the National Storm Ready program.

The coordination of emergency services during times of flooding is through the Office of Emergency Management (OEM); however, much of the field operations associated with flood-warning systems is through the Public Works Department. The OEM is responsible for coordinating the countywide annual Evacuation and Severe-weather Warning System publication and in activating such systems. For example, during a flood warning, the National Weather Service issues flood watch or warnings and the OEM initiates those activities identified within the Comprehensive Emergency Management Plan with respect to the potential threat of the event. Additionally, the Office coordinates the various responses to assist in the recovery from floods (Hazard Mitigation coordinates mitigation) with public and private agencies. For example, various agencies work to ensure services are re-instituted for public safety, communications, transportation, and electricity. To assist property owners during an event, the Transportation Maintenance Division of the Public Works Department furnishes sand bags to county residents at maintenance stations located throughout the County. If evacuation is deemed necessary, the OEM opens shelters in the affected areas and coordinates the activities of the Sheriff's Office, the Red Cross Emergency Medical services and other agencies as required to accomplish a safe evacuation.

This year's (2013) Hurricane Exercise occurred beginning in May 2014. Principal components of the after-action report are considered classified and are for Official Use Only. As such, only a portion of the report has been included and this "progress report" will address only those areas associated with flood protection and flood warning and not disclose details that may be construed not to be consistent with the safe guarding the actual report.

The purpose of the Hurricane Exercise was to enhance interagency coordination and cooperation by involving Federal, State, and County governments in their response to a major hurricane that threatens the vicinity of the Tampa Bay region. In summary, objectives of the exercise were to:

- Plan for and respond to a major hurricane with severe wind and flooding impacts to the County.
- Coordinate with Emergency Operations Center (EOC) staff to effectively respond to the Hurricane and related events.
- Increase knowledge and capability among Emergency Service Functions (ESFs) with section training and ETEAM.
- Increase knowledge and capability among identified ESFs with surge/Hurrevac training.
- Familiarize Push Teams and Damage Assessment Teams with updated roles and responsibilities.
- Test the capability to manage logistics support through the EOC.

**Hillsborough County**  
**2013-2014 Flood Response for the Flood Warning Program**  
**Progress Report -- Activity 610**  
**Page 4 of 5**

This exercise provided an opportunity to bring EOC staff, ESFs and other response agencies together to respond to an event using the Incident Command Structure (ICS). Through this exercise, strengths were identified along with several opportunities for improvement.

The major strengths identified during this exercise event are as follows:

- o The Emergency Operations Center (EOC) was staffed with the appropriate Emergency Support Function (ESF) representatives.
- o Utilization of flood monitoring and warning equipment and/or processes in coordination with Geographic Information System (GIS) helped to provide greater situational awareness that resulted in accurate and timely actions and/or map products.
- o Exercise provided a great opportunity to test new team members.
- o Throughout the exercise, several opportunities for improvement in Hillsborough County's ability to respond to the incident were identified. These areas are listed within the after-action Report.

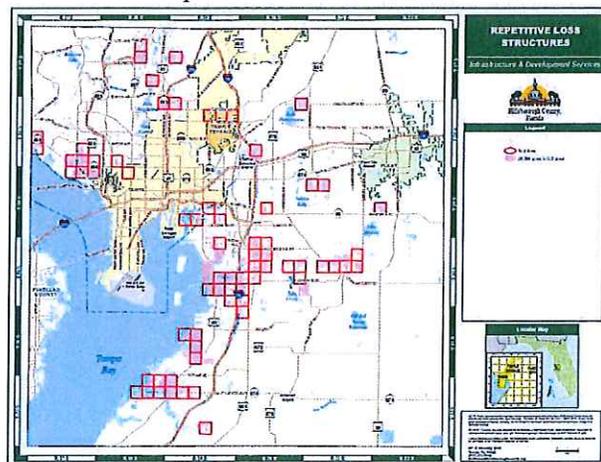
Regarding public information and warning:

- o Use effective and accessible indication and warning systems to communicate significant hazards to involved operators, security officials, and the public (including alerts, detection capabilities, and other necessary and appropriate assets).
- o Communicate appropriate information, in an accessible manner, on the risks faced within a community after the conduct of a risk assessment.
- o Inform all affected segments of society by all means necessary, including accessible tools, of critical lifesaving and life-sustaining information to expedite the delivery of emergency services and aid the public to take protective actions.

Regarding the capability summary, deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate – observations are include within the After-action Report contained within this Activity.

During this reporting cycle, the County did receive rain and had reports of isolated lot flooding. During the periods of above normal rainfall, the County did review repetitive-loss areas to verify potential flooding events. During this reporting cycle, there were not any reported flooded structures. Following this reporting period, the County will request loss-data from FEMA to verify if losses were reported to FEMA, but not to the County. This will assist in verifying flood-loss data within the County.

Repetitive Flood Loss Areas



Lastly, the County is a participant in the implementation of three Emergency Action Plans (EAPs) for two older reservoir systems (Hillsborough River and the By-Pass Canal and the Madard Reservoir in east Central County). Also, there is a newer EAP for the County's Southeast Reservoir (currently, the EAP is under re-review due to proposed modifications to add 3 billion gallons of above ground water storage capacity). These areas Emergency Action Plans are tested by respective operating entities (not the County). There were no reports of exercise conducted to test emergency action plans as of the writing this report. However, monthly testing of siren systems were conducted as scheduled. Additionally, respective warning systems have reverse-emergency call systems to notify residents potentially affected by breaches. These plans are stored at the Emergency Operations Center and the Water Management District's office.

The County works to protect persons and property from flood damage. Activities include the continued identification of threat recognition, continued to implement the emergency warning dissemination program, the Emergency Management Office continues to work throughout the community to coordinate other response efforts, and maintains a critical facility database and work under the community-wide Disaster Recovery Committee, which includes monitoring and updating key-contact personnel for emergency and disaster management.

Activity 610

Flood Warning ESF 3 Exercises and Process

Pursuant to the Hillsborough County Comprehensive Emergency Management Plan (CEMP), the following County departments from the Emergency Support Function 3 (ESF 3) performed exercises to response duties. These duties included performing flood-warning and flood-protection tasks. Agencies involved included: Public Works; Public Utilities; Code Enforcement; Parks and Conservation; Real Estate & Facilities management (the big-five). Supporting roles that were exercised included the Hillsborough County Environmental Protection Council and Fleet Management Department.

The following initiatives were prioritized to ensure a well coordinated effort that included preparation for "all hazards", emergency incidents; mitigation efforts to address high risk and vulnerable areas. Additionally, exercise efforts included coordinating crisis-emergency response and credible recovery. Coordination was performed through the Emergency Service Function 3; whereby, command-and-control required a well organized practice approach that utilized the Incident Command system in which there was an Incident Commander that managed associated operational units and facilities. This approach is a required organization system that is in-line with the National Incident Management System (NIMS) guidelines that requires testing periodically. This system is a prelude to the National Disaster Recovery Framework.

Exercises that pertain only to communications between associated agencies are conducted on a quarterly basis. These exercises involve all ESF 3 partners and focus on communications between agencies and in reporting initial damage incidents, reporting unit status, and directing or redirecting resources. Within this process, ESF 3 has implemented a "No Notice" Standard of Operating Process (SOP) for incidents that occur without warning, that are isolated, and that a potential for a loss of life and/or property are great (but not to the scale associated with a regional incident (e.g. hurricane)).

In addition to exercising the process and warning systems, an ESF 3 Working Group (Working Group) has been created within Hillsborough County. The Working Group consist of ESF 3 Department Representatives, which meets monthly to discuss emergency planning, organization, logistics and training requirements.

Homeland Security Exercise and Evaluation Program (HSEEP)

**2014 Hillsborough County Statewide Hurricane Exercise**

**May 19-22, 2014**

**DRAFT AFTER ACTION  
REPORT/IMPROVEMENT PLAN**



## Homeland Security Exercise and Evaluation Program (HSEEP)

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## **ADMINISTRATIVE HANDLING INSTRUCTIONS**

1. The title of this document is 2014 Hillsborough County Statewide Hurricane Exercise After Action Report/Improvement Plan.
2. The information gathered in this AAR/IP is classified as For Official Use Only (FOUO) and should be handled as sensitive information not to be disclosed. This document should be safeguarded, handled, transmitted, and stored in accordance with appropriate security directives. Reproduction of this document, in whole or in part, without prior approval from Hillsborough County Board of County Commissioners (BOCC) is prohibited.
3. At a minimum, the attached materials will be disseminated only on a need-to-know basis and when unattended, will be stored in a locked container or area offering sufficient protection against theft, compromise, inadvertent access, and unauthorized disclosure.
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# CONTENTS

ADMINISTRATIVE HANDLING INSTRUCTIONS .....	1
CONTENTS .....	3
EXECUTIVE SUMMARY.....	5
SECTION 1: EVENT OVERVIEW .....	7
SECTION 2: EVENT SUMMARY .....	9
SECTION 3: ANALYSIS OF CAPABILITIES .....	11
SECTION 4: CONCLUSION .....	14
APPENDIX A: IMPROVEMENT PLAN.....	15
APPENDIX B: LESSONS LEARNED .....	15

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## EXECUTIVE SUMMARY

The Statewide Hurricane Exercise was scheduled for May 19-22, 2014. The purpose of this exercise was to enhance interagency coordination and cooperation by involving federal, state, and county governments in their response to a major hurricane that threatens the vicinity of the Tampa Bay region.

The objectives of the exercise were to:

1. Test the capability of ESFs/Agencies to utilize ETEAM
2. Have a facilitated discussion with EFSS/Agencies and review appropriate agency level plans in response to the scenario provided.
3. Situation Unit Leader position will be staffed and provide visible updates for all EOC personnel to visualize as directed.
4. A member of the EOC staff will complete an ICS 205 (appropriate call list) for all staffed positions in the EOC and distribute to all EOC participants within one hour after activation.

The purpose of this After Action Report (AAR) is to identify strengths to be maintained and built upon, identify potential areas for further improvement, and support development of corrective actions.

### Major Strengths

The major strengths identified during this exercise event are as follows:

- Interaction between ESFs, agencies and municipalities allowed good communication and the ability to accomplish task.
- The exercise and the use of ETEAM provided good practice for experienced participants as well as those new to the system.
- The exercise provided a great opportunity for partners including Mac Dill Air Force Base to test their plans and capabilities with other county agencies and partners.
- Once provided, the ICS 205 (updated contact list) allowed participants to respond in an expedient manner.

## **Primary Areas for Improvement**

Throughout the exercise, several opportunities for improvement in Hillsborough County's ability to respond to the incident were identified. The primary areas for improvement, including recommendations, are as follows:

- Continued ETEAM training will benefit all participants.
- Established meeting schedules during a response will be beneficial to ensure effective communication.
- The ability to monitor ETEAM in ESF 14 operations room would allow greater operational awareness.
- For exercises and real world events, continue to emphasize the need for complete addresses to ensure proper GIS mapping.

## SECTION 1: EVENT OVERVIEW

### Incident Details

**Incident Name**

2014 Hillsborough County Statewide Hurricane Exercise

**Type of Incident**

Exercise

**Incident Start Date**

May 19, 2014

**Incident End Date**

May 22, 2014

**Duration**

4 Days

**Location**

Hillsborough County

## **Participating Organizations**

- American Red Cross (ARC)
- City of Tampa Fire Rescue (TFR)
- City of Tampa Fire Rescue-Office of Emergency Management (TFR-OEM)
- Hillsborough County Fire Rescue- Fire (HCFR)
- Hillsborough County Fire Rescue-Office of Emergency Management (HCFR-OEM)
- Hillsborough County Sheriff's Office (HCSO)
- Hillsborough County Fire Rescue - Emergency Dispatch Communications (EDC)
- Hillsborough County Public Works (PW)
- Hillsborough County Family and Aging Services (FAS)
- Hillsborough County Code Enforcement
- Hillsborough County Real-Estate Services (RES)
- Hillsborough County Public Utilities Department (PUD)
- Hillsborough County Fiscal and Support Services (FSS)
- Hillsborough County Hazard Mitigation
- Hillsborough County Health Department (DOH)
- Hillsborough County School Board (HCSB)
- Plant City Fire Department (PCFR)
- Salvation Army
- Tampa Electric Company (TECO)
- Temple Terrace Fire Department (TTFD)

## SECTION 2: EVENT SUMMARY

### Event Capabilities

During this incident, the following FEMA Core Capabilities were tested:

- Situational Assessment
  - Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.
- Operational Coordination
  - Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core.
- Public Information and Warning
  - Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.
- Planning
  - Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.

- **Event Summary**

The exercise was based on a hypothetical storm; Hurricane Jones that severely impacted Hillsborough County. The hazards encountered included significant flooding events throughout the County along with severe wind damage. Additionally, roads and other infrastructure were severely impacted. The Hillsborough County EOC activated to a Level 1 for the play of this scenario.

The first three days of exercise play was used for training, which included a refresher course for ETEAM, a tracking and situational awareness tool, EOC Operations familiarization and facilitated discussions based on roles and responsibilities defined for EOC operations. Day 4 of the exercise allowed all ESFs and response agencies within the County EOC to respond to the scenario as they would in a real word event; however there was no actual movement of resources.

This exercise provided an opportunity to bring EOC staff, ESFs and other response agencies together to respond to an event using the Incident Command System (ICS). Through this exercise, many strengths were identified along with several opportunities for improvement.

## SECTION 3: ANALYSIS OF CAPABILITIES

This section of the report reviews the performance of the capabilities, activities, and tasks. In this section, observations are organized by capability and associated activities. The capabilities linked to the 2014 Hillsborough County Statewide Hurricane Exercise are listed below. Each capability is followed by related observations, which include recommendations.

### Capability 1: [Situational Assessment]

**Capability Summary:** Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

**Observation 1.1:** It was identified during the exercise that situational awareness within the EOC allowed ESFs and participating agencies to effectively respond to the situations presented.

**Recommendations:** Continue to look for opportunities to enhance response capabilities within the EOC.

1. Strength-ETEAM was used successfully to track and respond to incidents presented during the exercise. Continue to provide quarterly training of ETEAM to enhance capabilities and familiarity.
2. Areas for Improvement- Although situational awareness was present, it was identified that greater use of the Local Mitigation Strategy (LMS) during an event would substantially improve decision-making capabilities. Continue to include the LMS as a tool to enhance capabilities.
3. Areas for Improvement- Although GIS capability was present in the EOC, there is an opportunity to reinforce the use of complete addresses in both exercise and real-world events.

### Capability 2: [Operational Coordination]

**Capability Summary:** The capability to establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.

**Observation 2.1:** The exercise provided an opportunity to interact with all ESFs and agencies as part of a Hillsborough County response to a disaster utilizing the Incident Command System structure.

**Recommendations:** Continued support, training and exercising of the Incident Command System and National Incident Management System for EM staff and partners

to include:

1. Strength- Continue to utilize and support the use of the Unified Command structure within Hillsborough County and the fostering of current relationships of all agencies that could respond. This is best done through regularly scheduled training and exercises.
2. Strength- Continue to identify training needs through the Readiness Training Identification and Preparedness Planning (RTIPP) process and provide ICS training to essential ESF support staff to ensure National Incident Management System (NIMS) compliance and operational capabilities.
3. Areas for Improvement- Provide additional position specific training to ESF agencies in the EOC to foster a better understanding of their expected roles during activation.

**Observation 2.2:** It was noted that not all of those responding in the EOC were aware of all the ESFs/Agencies and their specific roles and responsibilities

**Recommendations:** A greater understanding and identification of various ESFs/Agencies represented in the EOC would enhance overall capabilities.

1. Strength-ESFs and agencies which responded to the EOC, worked together to effectively address all incidents as part of the exercise. Participants embraced getting up and talking to other ESFs/Agencies to ensure that tasks were accomplished.
2. Areas for Improvement- Ensure that ETEAM is updated to properly reflect all ESFs/Agencies in the EOC and ensure that Job Aides clearly identify roles and responsibilities.

### **Capability 3: [Public Information and Warning]**

**Capability Summary:** The capability to deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.

**Observation 3.1:** ESF 14 (Communications) was able to identify several technologies and capabilities that would enhance their ability to respond effectively. These include both audio/visual enhancements as well as additional capabilities with ETEAM.

**Recommendations:** Continue to work with Hillsborough County Fire Rescue, Office of Emergency Management to identify and address gaps as appropriate.

1. Strength-Many of the gaps identified by ESF 14 early in the exercise, were addressed and resolved by the end of the exercise. Continue to assess and reassess all capabilities as appropriate, to ensure an effective response

**Observation 3.2:** Community-wide flood warning system could be better integrated.

**Recommendations:** Continue to work with Hillsborough County Fire Rescue, Office of Emergency Management to identify and address gaps as appropriate.

1. Area for Improvement-Continue to work county and city partners to identify various flood warning systems and refine the process to better capture and utilize information and data points provided.

#### **Capability 4: [Planning]**

**Capability Summary:** The capability to conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or community-based approaches to meet defined objectives.

**Observation 4.1:** An updated call list with contact information was provided by Planning to ensure effective communication.

**Recommendations:** Although the updated call list was beneficial, it was identified that providing the list earlier in the activation would have been ideal.

1. Areas for Improvement-In future activations, real or exercise related, provide an updated call list as early as possible.
2. Strength- The CEMP update process has provided a great opportunity to better define roles and responsibilities. The completion of this update along with appropriate training and additional exercises will help to ensure greater overall preparedness.

## **SECTION 4: CONCLUSION**

The areas of improvement listed above all include the use of training and exercises, which should assist all responding agencies in improving the required coordination of efforts necessary in responding to hurricanes, as well as, other manmade or natural disaster types of events. Training and exercises would fine tune policies and procedures already in place and further build relationships with county agencies and response partners.

## APPENDIX A: IMPROVEMENT PLAN

This Improvement Plan (IP) has been developed specifically for Hillsborough County Fire Rescue, Office of Emergency Management as a result of the 2014 Hillsborough County Statewide Hurricane Exercise which occurred May 19-22, 2014. These recommendations draw on both the After Action Report and the After Action Conference.

Capability	Observation Title	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	Completion Date

**SPECIFICITY REMOVED, INFORMATION IS ON FILE LOCATED AT THE OFFICE OF EMERGENCY MANAGEMENT**

## APPENDIX B: LESSONS LEARNED

While the After Action Report/Improvement Plan includes recommendations which support development of specific post-exercise corrective actions, exercises may also reveal lessons learned which can be shared with the broader homeland security audience. The Department of Homeland Security (DHS) maintains the *Lessons Learned Information Sharing* (LLIS.gov) system as a means of sharing post-exercise lessons learned with the emergency response community. This appendix provides jurisdictions and organizations with an opportunity to nominate lessons learned from exercises for sharing on *LLIS.gov*.

For reference, the following are the categories and definitions used in *LLIS.gov*:

- **Lesson Learned:** Knowledge and experience, positive or negative, derived from actual incidents, such as the 9/11 attacks and Hurricane Katrina, as well as those derived from observations and historical study of operations, training, and exercises.
- **Best Practices:** Exemplary, peer-validated techniques, procedures, good ideas, or solutions that work and are solidly grounded in actual operations, training, and exercise experience.
- **Good Stories:** Exemplary, but non-peer-validated, initiatives (implemented by various jurisdictions) that have shown success in their specific environments and that may provide useful information to other communities and organizations.
- **Practice Note:** A brief description of innovative practices, procedures, methods, programs, or tactics that an organization uses to adapt to changing conditions or to overcome an obstacle or challenge.

**Activity 610**  
Flood Warning

### Working with the community to keep our streets bright

At Tampa Electric, we're working with our customers and the community to help ensure malfunctioning lights are working again as quickly as possible. How can you help? Simple.

- If you see a malfunctioning streetlight:
  - Write down the light ID tag number from the light pole or write down the nearest street address or intersection to the light.
  - Complete the convenient streetlight outage form on [tampaelectric.com](http://tampaelectric.com).
  - Or call 813-223-0800 (in Hillsborough County), 863-299-0800 (in Polk County) or 1-888-223-0800 (outside of Hillsborough or Polk counties).

When you report a malfunctioning streetlight, it is important that you provide the location of the streetlight so that technicians are sent to the correct location, and that you provide your contact information so that we may acknowledge your request.

By working together, we can all help keep our streets bright.



LIFE RUNS ON ENERGY™ TAMPA ELECTRIC



### Save energy and money this summer

- Set your thermostat to 78 degrees Fahrenheit or higher; every degree below 78 degrees will increase the air conditioner portion of your bill by 6 percent to 8 percent.
- Check or replace air conditioning filters monthly.
- Turn off your air conditioning unit when away from the house for four hours or longer, or set it to 85 degrees or higher.
- Have your air conditioning & heating systems inspected and serviced once a year.
- Use ceiling fans in occupied rooms only.
- Shade windows or install reflective material to windows.
- Make sure your attic is properly insulated.
- Limit running pool pumps to eight hours per day.
- Visit [tampaelectric.com/save](http://tampaelectric.com/save) for more!

LIFE RUNS ON ENERGY™ TAMPA ELECTRIC

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# Open Lines

NEWS & INFO FOR TAMPA ELECTRIC CUSTOMERS

LIFE RUNS ON ENERGY™ TAMPA ELECTRIC

Inside: Our restoration plan • LEGOLAND goes green

Issue 306

## You have the power to be prepared for hurricane season

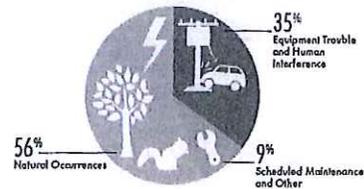
While hurricane season always brings uncertainty, we at least have the power to prepare for it. Tampa Electric's commitment to you includes more than working year-round to harden our system by replacing poles and trimming trees using methods that protect the trees' health. We're also making upgrades to our website and automated phone system to better serve our customers when they need us most.

If the power goes out, you want information. Power Updates™ can give you that. When you sign up for free at [tampaelectric.com/outages](http://tampaelectric.com/outages), you can let us know how you'd like us to contact you. You can receive texts\*, emails, and/or phone calls regarding your service and other important information. As Tampa Electric crews work safely at all hours to restore electric service, we'll keep you informed.

Another resource for you is at [tampaelectric.com/outagemap](http://tampaelectric.com/outagemap). Our Outage Map self-updates every 10 minutes to show you the size and location of outages. And if the map doesn't show your outage yet, we

Help us help you by verifying or updating the phone numbers we have on file for your account. You can do this at [tampaelectric.com](http://tampaelectric.com) or by calling us at the number for your area on page 3. If we don't have your phone number, we'll need your Tampa Electric account number, so keep that handy. As we dedicate ourselves to doing our best to serve you this hurricane season and all year long, please use the resources we offer to help you manage the uncertainties that hurricane season can bring.

### WHY DOES MY POWER GO OUT?



want to know about it. We offer three convenient ways to report an outage:

- Call 1-877-588-1010
- Go to: [tampaelectric.com/outages](http://tampaelectric.com/outages)
- Text OUT to 35069

You can also follow us on Twitter and Facebook for restoration updates during major storms.

\* Power Updates is a free service from Tampa Electric. Message and data rates may apply. Message frequency based on customer requests for updates. Text STOP to 35069 to cancel. Text HELP to 35069 for help. Visit [tampaelectric.com/outages](http://tampaelectric.com/outages) to review terms and conditions.

>> Learn More <<<  
[tampaelectric.com/outages](http://tampaelectric.com/outages)

## Our storm plan

To prepare for hurricane season – which runs from June 1 to Nov. 30 – we follow a 10-point storm-hardening project developed by Florida's investor-owned electric utilities in conjunction with the Florida Public Service Commission.

Our power restoration work in the community begins when it's safe for our crews to be outside (typically when winds are less than 40 mph) and focuses first on facilities critical to public health and safety. We then work to get the power back on for the most customers in the least amount of time. If a widespread outage requires additional help, Tampa Electric's membership in the Southeastern Electric Exchange provides support from other utilities. In turn, we will send crews to help restore power for other communities in need.

At [tampaelectric.com/safety](http://tampaelectric.com/safety), click on the *Storm Safety* link to get to a brief video about how we restore power with a focus on you and the entire community.

## Important hurricane season guidance

- **Stay away from downed power lines and avoid floodwaters.** Always assume that a downed power line is energized, and move away to safety. Floodwaters can hide energized power lines or other hazards, or put you at risk of drowning.

- **Caution: Use portable generators safely.** DO NOT connect your portable generator to your home's circuits. Plug your appliances directly into the generator. Connecting your generator to your home's circuits may cause power to flow to outside lines, posing life-threatening danger to power restoration crews. Also, portable generators must NOT be operated near air conditioning ducts or in residences or any enclosed space (including a closed garage) where deadly carbon monoxide gases could build up.

- **Update your primary phone number at [tampaelectric.com](http://tampaelectric.com).** Our automated power outage system, which you can access at 1-877-588-1010, identifies an outage at your residence or business by recognizing your phone number or Tampa Electric account number and matching it to the address we

have on record for that number. Your primary number is the phone number most frequently associated with your home or business service address, and it must be updated with us for the system to benefit you.

- **Help for special needs customers.** Counties provide shelter programs for those requiring special medical care. Special needs shelters are available for people requiring more skilled medical care than is available in a public shelter but not requiring an acute care facility, such as a hospital. To register for this kind of shelter care, please call the special needs registry in your area. Hillsborough: 813-307-8063; Polk: 863-534-5600; Pasco: 727-847-8137; and Pinellas: 727-464-3800.

- **Determine your flood zone status.** At [hillsboroughcounty.org](http://hillsboroughcounty.org), click *I-2 Departments, Public Works*, and then *Natural Hazard Planning* to see if you live in an area expected to experience heavy flooding in the event of severe weather.

320  
 >> Learn More <<  
[tampaelectric.com/safety](http://tampaelectric.com/safety)

## Here comes the sun – and we're ready

Put all the pieces together and you'll see how Tampa Electric's new solar panel array at LEGOLAND® is a big win for the community. The 30,000-watt solar photovoltaic (PV) system we installed atop LEGOLAND'S Imagination Zone can generate enough electricity from the sun to power three average-sized homes and offset about 40 tons of carbon dioxide per year – equivalent to planting more than nine acres of trees.

Later this summer, LEGOLAND will unveil a large interactive globe made entirely of Legos. Located right outside

the Imagination Zone, electricity from additional solar panels will power the globe's rotation, showing visitors of all ages how solar energy is created, how clouds and the angle of the sun impact generation and how electricity is transported from a solar array to a home or business. The interactive display will complement the existing energy lab located inside the Imagination Zone, where visitors learn

about all forms of energy.

Tampa Electric's Renewable Energy program makes this possible. Visit [tampaelectric.com/renewable](http://tampaelectric.com/renewable) to find out more about what we're doing in the community. And see what Renewable Energy can do for you, whether that means a rebate for installing solar panels on your home, a subscription to energy generated from sources like the sun – conveniently added to your electric bill – or a one-time purchase for an event.



For Earth Day 2014, LEGOLAND was the first theme park in the U.S. to power all of its

operations with electricity generated from renewable energy. By going green this Earth Day, the park lightened its footprint by offsetting 24 tons of carbon dioxide. This is like removing three cars from the road for one year!

Imagine what a difference you too can make when you partner with us to realize the benefits of energy from sources like the sun.

## WELLNESS TIP

Protect yourself from the sun with UVA and UVB sunscreen with a sun protective factor (SPF) of 30 or higher, and try to stay in the shade from 10 a.m. to 4 p.m. For more information, visit the American Academy of Dermatology online at [aad.org](http://aad.org).

Search for job openings at [tampaelectric.com/careers](http://tampaelectric.com/careers).

**We're ready to serve you:**

Remember, you can handle many account-related needs at [tampaelectric.com](http://tampaelectric.com), including bill payment, changing your mailing address and turning your service on or off.

Our Customer Care hours are 7:30 a.m. to 6 p.m. Monday through Friday. Please use the phone number below that serves your county:

**Customer Care:**  
 Hillsborough: 813-223-0900  
 Polk: 863-299-0900  
 Others: 1-888-223-0900  
 Toll Free

**Power Outages:** 1-877-588-1010  
 Toll Free

Open Lines also is available at [tampaelectric.com](http://tampaelectric.com). Tampa Electric is an Equal Opportunity Company. All rights reserved.

**Activity 610**  
Flood Threat/Warning

# HILLSBOROUGH COUNTY

# DISASTER PLANNING GUIDE

Official Guide for the Tampa Bay Area

## 10 Ways to Prepare Now!

1. Make Your Family Disaster Plan
2. Pull Together Disaster Supplies
3. Brace for Hurricanes
4. Discuss Your Evacuation Plans
5. Help Your Neighbor
6. Keep Your Pets Safe
7. Take Steps to Protect Your Home
8. Review Your Insurance
9. Safeguard Documents & Inventory
10. Know What to Expect After a Disaster



**YOUR HURRICANE  
EVACUATION ZONE  
MAP INSIDE**

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



*ACTIVITY 6010/330*



# Planning for emergencies

## DISASTER PLANNING GUIDE

seems as though we read about it everyday - hurricanes, tornadoes, floods, as well as hazardous material accidents, biological hazards such as the flu epidemic, terrorist threats and violence in our communities.

If a disaster struck, would your family be ready? Taking simple steps today could save lives and prevent suffering later. Follow the tips and checklists in this special guide to protect your loved ones.

This guide was developed by your county emergency management agency to help you make your family and business plans. It also directs you to additional resources where you can get more information and assistance.

Government can not do this alone. It takes the "whole community" to effectively prepare for, respond to and recover from a disaster. This includes our neighborhood and condo associations, faith-based, volunteer and civic organizations, schools, and the business community, as well as residents. In addition, we need to ensure that our plans include the needs of our children, seniors and those who face physical and mental challenges.

So, get involved and spread the word at your school, work, club or place of worship. This is what it takes to make our community safer and more resilient – whatever tomorrow brings.



ACTIVITY 336

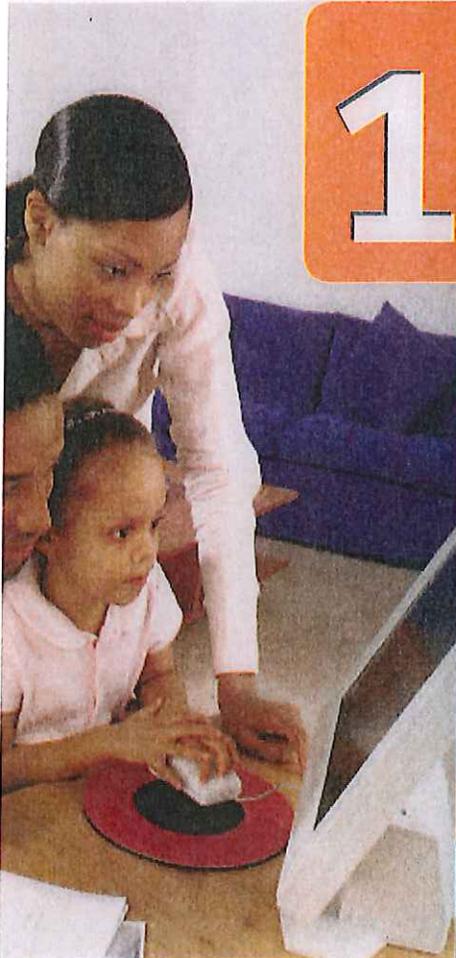
# 1

## Your Family's Disaster Plan

Prevent panic and confusion by making sure everyone knows where to go and what to do in an emergency.

- **KNOW YOUR RISK.** Learn what disasters might affect your area. Are you in a Hurricane Evacuation Zone (see inside map page) or FEMA Flood Zone? (They are different!) Take first aid and CPR courses ([www.redcross.org](http://www.redcross.org)).
- **PICK TWO MEETING SPOTS.** One should be just outside your home for sudden events such as a house fire. The second should be outside your neighborhood, in case you can't get home or family members get separated.
- **CHOOSE A CONTACT PERSON.** Ask someone out of state to coordinate communications in a disaster. Family members should call this person to report their location. Send your contact copies of important papers (ID, insurance, etc.)
- **KEEP YOUR CONTACT INFORMATION UP-TO-DATE.** Include contact information in your phones and make emergency contact cards to carry with you.
- **THINK AHEAD ABOUT EVACUATION.** Determine if and when you would have to evacuate, where you would go and how you will get there. Ask friends or family if you could stay with them. If you are in a safe area, invite them to stay with you.

For more disaster planning information, contact your local emergency management agency, local chapter of the American Red Cross (phone numbers are listed on the inside map page) or go online to [www.tampabayprepares.org](http://www.tampabayprepares.org) or [www.floridadisaster.org](http://www.floridadisaster.org) or [www.fema.gov/areyouready](http://www.fema.gov/areyouready).



# 2

## DISASTER SUPPLIES

Here are the most important items for your Disaster Supply Kit. Stock up today (or a little at a time) and store where you can get to them quickly.

### REPLENISH FOR FRESHNESS:

**Medicines:** Keep an updated list of family medicines and dosages along with doctor and pharmacy phone numbers. If possible, try to keep two weeks supply of prescription medicines.

**Food:** Keep enough to feed the whole family for three to seven days. Choose things that don't need refrigeration or cooking (canned foods, protein bars, peanut butter, etc.). Don't forget any special dietary foods or baby food and formula, if needed. Replenish every six months.

**Drinking water/containers - 1 gal/per person/per day for drinking water** (minimum 7 days). Stock up on a few cases of bottled water at home and office in the event that there is a "boil water" order.

Extra batteries for camera, flashlights, radio, portable TV & lamps, etc.

Infant necessities (medicine, sterile water, diapers, ready formula, bottles), if needed.

### HOW UNTIL NEEDED:

First aid book and kit including bandages, antiseptic, tape, compresses, aspirin and aspirin-free pain reliever, anti-diarrhea medication, antacid, and important numbers

Flashlights and batteries for each member of the family

Portable radio and batteries

Non-electric can opener

Fire extinguisher (small canister, ABC type)

- Instant tire sealer
- Whistle and/or distress flag
- Mosquito repellent
- Plastic tarp, screening, tools and nails, etc.
- Water purification kit (tablets, chlorine (plain) and iodine)
- Clean-up supplies (mop, buckets, towels, disinfectant)
- Camera
- Garbage can or bucket with tight-fitting lid and kitty litter (for emergency toilet)
- Plastic trash bags
- Toilet paper, paper towels and pre-moistened towelettes or baby wipes

### IF YOU EVACUATE YOU ALSO SHOULD TAKE:

- Pillows, blankets, sleeping bags or air mattresses
- Extra clothing, shoes, eyeglasses, hearing aids (and batteries), etc.
- Folding chairs, lawn chairs or cots
- Personal hygiene items (toothbrush, toothpaste, deodorant, etc.)
- Quiet games, books, playing cards and favorite toys for children
- Important papers and irreplaceable keepsakes (driver's license, special medical information, insurance policies and property inventories, photographs)

### PRECIOUS COMMODITIES BEFORE & AFTER A STORM:

- Emergency charger for cell phones
- Cash (With no power, banks may be closed; checks and credit cards unaccepted, and ATMs may not be operational)
- Charcoal, matches, and grill (Do not use indoors)
- Ice
- A corded phone that does not require electricity

# 3

## Bracing for a hurricane

### AS THE STORM APPROACHES

Listen for weather updates on local stations and on NOAA Weather Radio. Don't trust rumors, and stay tuned to the latest information.

**REMEMBER:** Hurricanes can be unpredictable. There is always potential error in the forecast track from the National Hurricane Center. Don't focus on the exact forecasted track, listen to local officials. (For more information go to [www.noaa.gov](http://www.noaa.gov) or [www.weather.gov](http://www.weather.gov), click on Tampa Bay area.)

Check your Disaster Supplies. Obtain any needed items.

Scrub and fill bathtubs and sinks before a storm so you'll have extra clean water.

- Turn refrigerator and freezer dials to the coldest settings and avoid opening the doors to help preserve perishable food in case of a power outage.
- Refill prescriptions. Maintain at least a two-week supply during hurricane season.
- Clear your yard of lawn furniture, potted plants, bicycles, trash cans and other potential airborne missiles. Leave the swimming pool filled and super-chlorinated. Cover the filtration system.
- Protect your windows and glass doors with plywood or storm shutters. Brace double entry and garage doors at the top and bottom.
- If there is a chance flooding could threaten your home, move important items such as electronics, antiques and furniture off the floor.

You will get some warning with a tropical storm or hurricane.

- Fill your car's gas tank and check oil, water and tires. Gas pumps won't operate without electricity after a storm passes.
- Secure your boat early. Drawbridges will be closed to boat traffic after an evacuation order is issued.
- Get cash. Banks and ATMs won't be in operation without electricity and few stores will be able to accept credit cards or personal checks.
- Never sweep or blow yard leaves, pine needles, grass clippings or soil into the street or storm water system. This clogs up the stormwater pipes and prevents water from draining.

# 4

## Evacuate or Stay?

### IF YOU CAN STAY HOME - SHELTER-IN-PLACE

If you live in a sound structure outside the evacuation area and do not live in a mobile home or RV, stay home and take these precautions:

- Make sure your windows, doors and garage doors are protected.
- Clean containers including your bath tub for storing water. Plan on three gallons per person, per day for at least seven days for drinking and other uses.
- Offer your home as shelter to friends or relatives who live in vulnerable areas or mobile homes.
- Check your **Disaster Supplies**. Make sure you have at least a seven day supply of non-perishable foods. Don't forget a non-electric can opener.
- During the storm, stay inside and away from windows, skylights and glass doors.
- Find a Safe Room in your home, usually an interior, windowless reinforced room such as a closet or bathroom on the lower floor.
- Wait for official word that the danger is over.
- If flooding threatens your home, turn off electricity at the main breaker.
- If you lose power, turn off major appliances, such as the air conditioner and water heater to reduce damage from surge when power is restored.
- Monitor your battery-operated radio, NOAA weather radio or TV for the latest advisories and other emergency information.
- Do not travel until you are told it is safe to do so.

### IF YOU MUST EVACUATE

If you live in an evacuation area or a mobile home or RV, when an evacuation order is given, don't panic. Move at a steady pace and ensure you leave enough time to get to where you will weather the storm. **DO NOT** take chances with your life by staying at home or waiting until it's too late!

- Make sure your destination is not within a zone that has been ordered to evacuate.
- Take enough supplies for your family.



- Take your pets. Don't forget their supplies.
- Take important papers, including your driver's license, special medical information, insurance policies and your insurance agent's name and number and property inventories.
- Also take irreplaceable items, such as photos or keepsakes.
- Let friends and relatives know where you are going.
- Make sure your neighbors have a safe ride.
- Turn off your electricity, water and gas if officials tell you to do so.
- Lock your windows and doors.
- Stay tuned to your local radio and television station for emergency broadcasts.

### LEAVING COASTAL AREAS

If you are leaving the area, remember to take supplies with you. Move inland away from the storm surge and inland flooding, but it is not recommended that residents try to leave the region. Roads will be heavily congested and you run the risk of being caught on the highway without a safe refuge or running into the storm if it takes a different track.

### HOTEL OR MOTEL

If you plan to go to a hotel or motel, you will need to check for availability and make your reservation well in advance. Some hotels/motels have standing reservation hurricane programs and some relax their pet restrictions in an emergency. Again, make sure your destination is not in an evacuation zone.



## Help your neighbor

5

- People who are frail or disabled (either mentally or physically) or those who are without the support of family or friends should plan ahead for an emergency. They may need special assistance from family members, friends, neighbors or social service agencies. Please ask for help if you need it and volunteer to help those who do.
- Remember, too, that older adults who are also caregivers may require outside assistance. Excessive stress and anxiety can contribute to increased episodes of illness, particularly for persons with heart disease and other illnesses.
- If an older adult lives in a nursing home, assisted living facility (ALF) or residential facility, the administrator should be contacted to learn about the disaster plan for that facility.

### HOME HEALTHCARE & HOMEBOUND PATIENTS

- Tell your health agency and oxygen company where you will be during a hurricane. Ask them about their plans to provide care.
- If you are homebound, but not under the care of a home health agency, contact your physician to determine your best plan of action.
- If you require respirators or other electric-dependent medical equipment, you should make medical arrangements with your physician. You should also register with your local power company.
- If you evacuate, remember to take medications, written instructions regarding your care, special equipment and bedding with you.
- **If you will need assistance in an evacuation or need to go to a special needs shelter, please register NOW with your County Emergency Management Agency.**
- Special needs shelters do not provide hands-on medical care, only medical monitoring. Bring one caregiver with you.
- If you require hospitalization, you must make prior arrangements through your physician.

## Keep Your Pets Safe

**Don't leave your pet and don't use your pet as an excuse not to evacuate. Don't put yourself, your family and your pet at risk! You are responsible for planning for your pet.** If you are

ordered to evacuate, take your **Pet Survival Kit** if you go to friends, relatives or a hotel. Unless there are pet-friendly shelters in your county, shelters cannot accept pets. As a pet owner, you must plan ahead. Check out your options. **For more information call your local SPCA, Animal Control or Humane Society.** If you plan to go to a hotel or motel, go online to [www.petswelcome.com](http://www.petswelcome.com).

After the storm has passed, be careful allowing your pet outdoors. Familiar scents and landmarks may be altered and your pet could easily be confused and become lost. Downed power lines, other animals and insects brought in with high water could present real dangers to your pet. Take care not to allow your pet to consume food or water which may have become contaminated. Nearly 80 percent of pets displaced by a storm are never reunited with their owners.



### PET DISASTER SUPPLIES

- Proper ID collar and rabies tag/license
- Vaccination paperwork\*
- Carrier or cage (large enough for your pet to move around)
- Leash
- Ample food supply (at least two weeks)
- Water
- Water/food bowls
- Any necessary medication(s)
- Specific care instruction
- Newspapers, cat litter, scoop, plastic trash bags for handling waste
- Proper ID on all belongings (including emergency contact information if you evacuate)
- Photo of you and your pet
- A comfort item such as a favorite toy or blanket
- Non-electric can opener
- Microchipping your pet is strongly recommended

**\* Make sure your pets have had all their shots within the past 12 months. Pet-friendly shelters and boarding facilities will require proof of vaccinations.**

# 7

## Protect your home and business

There are some specific actions you should take to make your home and business safer. To make some of these improvements, you will have to get up in the attic or crawl space with a flashlight.

You may feel more comfortable with an experienced and licensed inspector, architect, engineer or contractor. Whatever choice you make, take time to do this well before the storm threatens. To withstand the forces of wind associated with severe weather,

**REMEMBER your ABCs:**

- **ANCHOR YOUR ROOF**
- **BRACE YOUR ENTRY & GARAGE DOORS**
- **COVER YOUR WINDOWS**
- **SAFE ROOM** - DO NOT stay in a room which does not have shielded windows/glass doors. Find an interior room – a bathroom, hallway or closet which will help buffer you from the storm's winds. Make sure all family members know where the safe areas are in your home. Be sure to take your disaster supplies with you into your safe room.

### BUILDING OR REMODELING?

For tips on how to make your home safer, go to [www.flash.org](http://www.flash.org) (Federal Alliance for Safe Homes), call Toll-Free (877) 221-SAFE (7233) or visit [www.mysafeflorida.org](http://www.mysafeflorida.org).

### FOR MOBILE HOME OR RV RESIDENTS

Anchor mobile homes or RVs with tie downs. Inspect tie downs annually.

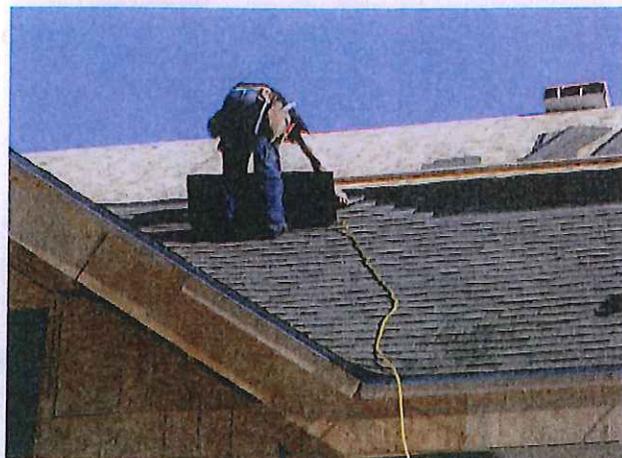
Never stay inside a mobile home or RV to ride out the storm. Always evacuate to a friend or relative's home, hotel or motel or nearby designated storm shelter.

### PROTECTING YOUR PROPERTY FROM FLOOD

- ✓ Anchor and Elevate: If vulnerable, electrical panel boxes, heat pumps, washers and dryers and water heaters, fuel tanks, etc. should be elevated or relocated to areas less likely to be subjected to flood waters.
- ✓ Retrofit: There are things you can do to minimize the flood risk to your home. Options to consider:
  - elevation,
  - flood barriers,
  - dry flood proofing, and
  - wet flood proofing.

*ACTIVITY 334*

For more information, go to [www.flash.org](http://www.flash.org).



# 8

## A word about Insurance

Understanding what is – and is not – covered in your homeowner's or renter's insurance policy is a necessity. Take time now to learn about the risks you may face and build confidence that you are properly protected. Read your policy. Talk with your agent. Reviewing your insurance coverage annually is an important step to maintain the level of insurance protection necessary to be able to rebuild your home and replace your personal belongings.

### 6 STEPS TO PROPER INSURANCE PROTECTION

1. Insure your home for its reconstruction cost, not its real estate value.
2. If you rent, you need insurance to protect your belongings.
3. Know your flood risk. Standard homeowner's policies do not cover damage from floods, including storm surge from a hurricane. Remember, there is a 30 day waiting period for flood insurance to go into effect. Don't wait until a storm is threatening.
4. Set aside funds to pay your hurricane deductible.
5. Get covered for the costs of building code upgrades.
6. Inventory your home's contents to accurately price coverage and speed the claims process. There is free, secure online home inventory software available from the Insurance Information Institute at [www.KnowYourStuff.org](http://www.KnowYourStuff.org).

# DISASTER SAFETY TIPS

## LOODS

If flooding threatens, get to higher ground. Stay away from flood-prone areas, including low spots, ditches, etc. Take dry clothing, a flashlight and a portable radio with you.

**TURN AROUND; DON'T DROWN.** Avoid flooded areas or those with rapid water flow. Do not attempt to cross a flowing stream. It takes only six inches of fast flowing water to sweep you off your feet.

**Don't allow children to play near high water, storm drains or ditches!**

**Purchase Flood Insurance.**

*ACTIVITY 33P*

## ERRORISM / VIOLENT CRIME

**See Something - Say Something.** Call local law enforcement, then Florida's toll-free hotline 1-855-352-7233 (1-855-FLA-SAFE) to report any suspicious activity. If it is an emergency, CALL 911!

**Your Family Disaster Plan** should include emergency contacts and a designated meeting place. Be prepared to respond to official instructions, such as the evacuation of the building or the area.

**Disaster Supplies** - If you need to evacuate your home or are asked to "shelter-in-place", having some essential supplies on hand will make you and your family more comfortable.

## RE

**Family Plan** - The time to plan for a fire emergency is now. Take a few minutes to discuss with your family what actions you will need to take as you make your Family Disaster Plan. Contact numbers are extremely important.

**Evacuation Plan** - Decide where you will go and how you will get there. Unlike evacuating for a hurricane, with fire you may only have a moment's notice. Two escape routes out of your home and out of your neighborhood are preferable. Have a plan for evacuating your pets.

**Family Fire Drills** - Practice. Make sure everyone knows at least two escape routes from your home.

## TORNADO

**Purchase a NOAA Weather Radio** and/or a battery-powered commercial radio and extra batteries.

**Know the terms** used to describe tornado threats:

**Tornado Watch** - Tornadoes are possible. Remain alert for approaching storms. Listen for updated reports.

**Tornado Warning** - A tornado has been sighted or indicated by weather radar. Take shelter immediately.

**When a tornado threatens, GET INSIDE,** grab your radio, flashlight and supplies and Go to your **Safe Room.**

## DISASTER TIPS

To minimize damage in high winds, keep your home in good repair. Tacking down loose roofing, trimming trees and keeping gutters clean are good places to start. Make sure your street address number is clearly marked on your home.

# 9

## Keep a Paper Trail

Keep important documents in a fireproof safe or box and a copy in a secure location away from home. Inventory your property and possessions and take a video survey of your property.

- Proof of Residence
- Birth and Marriage Certificates
- Passports
- Social Security Cards
- Bank and Credit Card Information
- Wills, Deeds and copies of recent tax returns
- Stocks and Bonds
- Copy of Driver's license
- Special medical information
- Insurance policies
- Property inventories

## HAZARDOUS MATERIAL INCIDENT

- **IF YOU'RE TOLD TO EVACUATE** - You should move to the place/shelter designated by public officials. Listen to your radio and TV for specific instructions.
  1. **Stay calm.** If you already know where to go and what to take (Family Plan), it will help. Quickly gather what you will need, unless you are told to leave immediately.
  2. **Turn off** heating, cooling, and ventilation systems and lock up.
  3. **Keep car windows/air vents closed.** Do not use the air conditioner until you are out of the evacuation area. Carpool, if possible. Drive safely.
- **IF YOU ARE TOLD TO STAY INDOORS AND SHELTER-IN-PLACE** - Stay inside the facility. This action will be recommended if there is a short release, a small amount of hazardous material in the air, or if time does not permit evacuation before the arrival of a cloud of toxic vapor. Take these steps to protect family or employees:
  1. **Stay inside** until local officials say you can leave safely. This will most likely be for no more than a few hours. Listen to your local radio or TV stations for further instructions.
  2. **If you have animals, bring them indoors if possible!**
  3. **Close all doors and windows.** Seal all gaps under doorways and windows with damp towels and duct tape. Turn off heating, cooling or ventilation systems.
  4. **If you are told to protect your breathing,** cover your nose and mouth with a damp handkerchief or other cloth folded over several times.

## DISEASE OUTBREAK

1. **Prevention is key.** Get your flu shot.
2. **Wash hands often and thoroughly.**
3. **Stop the spread.** Stay home when you are ill. Employers and schools should encourage this policy.

# 10

## What to expect after a disaster



As we have learned, after a disaster, you may be without power and many of the services you rely on (water, sewer, phone, cell phone, and businesses). Immediate response may not be possible, so everyone must be prepared to be self-reliant.

### E-ENTRY

**BE PATIENT.** You won't be able to return to your home or business until search and rescue operations are complete and safety hazards, such as downed power lines, are cleared. It may take time for emergency crews to reach your neighborhood.

Have valid ID with your current address. Access to affected areas will be controlled by security checkpoints.

Avoid driving, especially through water. Roads may have debris which can puncture your tires!

Once you arrive home, walk around your home or business from the outside first to survey damage and enter with caution.

Open windows and doors to ventilate and dry your home.

If you suspect a gas leak, leave immediately and notify the Fire Department.

If your home has been flooded, have a qualified licensed electrician inspect the electrical system and appliances before turning the power back on.

Be extremely careful with fire.

Let your out-of-town contact know you are alright.

### POST-STORM SAFETY PRECAUTIONS

Keep grills and generators outdoors in a well-ventilated area. Carbon monoxide poisoning is a frequent killer.

Avoid candles. Use battery-operated flashlights and lanterns instead.

Stay tuned to your local media for up-to-date emergency information.

Avoid driving and phone use. Keep lanes and lines open for emergency workers.

Avoid downed or dangling power lines. Be especially careful when clearing fallen trees.

- Always supervise children-DO NOT WADE IN FLOOD WATERS.
- Be aware of snakes, insects, alligators or animals driven to higher ground by floods.
- Be extremely careful with a chain saw and follow all safety precautions.
- Call professionals to remove large, uprooted trees, etc.
- Always use proper safety equipment such as heavy gloves, safety goggles, heavy boots, long-sleeve shirts and long pants. Tie back long hair, wear a hat and sunscreen.
- Drink plenty of fluids, rest and ask for help when you need it.
- Don't burn trash.

### CLEAN-UP & REPAIRS

- Know what your homeowner's or renter's insurance policy covers and what you will need to submit a claim. Make temporary repairs to correct safety hazards and minimize further damage. Take photographs of all damage before repairs and keep all receipts.
- Contact your local building department for information on required building permits. Permits are always required for any kind of demolition or permanent repairs, reconstruction, roofing, or filling.

### PROTECT YOURSELF FROM CONTRACTOR FRAUD

- Hire only licensed contractors. Be cautious of anyone coming to your home uninvited and offering to do home repairs.
- Obtain a written estimate or contract. Insist on start/completion dates and payment terms in the contract. Do not pay in full before work begins and do not pay the final balance until the work is completed to your satisfaction. NEVER pay with cash.

- Don't pull the permits for the contractor. This may be an indication they are not properly licensed.
- If you suspect a contractor of potential fraud, contact the State of Florida Consumer Fraud hotline at 1-866-966-7226.

### GENERATORS

Generators can provide power to your home or business in case of a power outage or shortage.

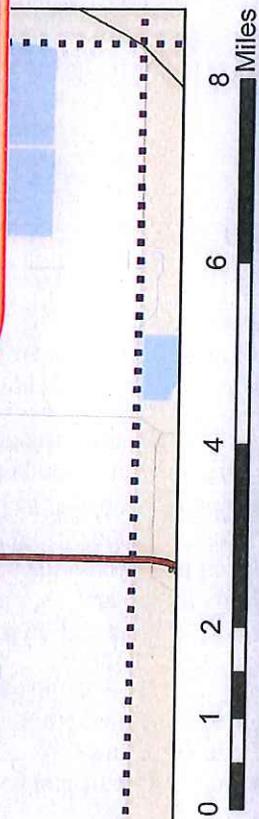
1. Determine the appliance or equipment you want to use.
2. Determine if a portable or stationary generator is required.
3. Determine if you will need multiple outlets or multiple types of outlets on your generator.

- **NEVER** connect a portable generator to building wiring. There is an extreme danger of generator back-feed for the general public (downed wires etc.) and utility workers. Plug appliances, etc., directly into the generator.
- Place generator outdoors and away from doors, windows, and vents that could allow carbon monoxide (CO) to come indoors. Exhaust fumes are deadly.
- Before refueling your generator, turn it off and let it cool down. Don't forget to check the oil every time you add gas. Keep generator dry.
- Conserve fuel by alternating appliances.
- Store fuel safely outside in labeled approved storage containers.
- Stationary (whole house) Generators run off gas utility lines or an LP tank and supply electrical power to pre-selected circuits. They **MUST** be professionally installed by a licensed electrician.

green areas and all mobile home/RV

Level E - Evacuate red, orange, yellow, green and purple areas and all mobile home/RV residents

Evacuation Routes



# IMPORTANT CONTACT INFORMATION

ANIMAL SERVICES	813-744-5660
BUILDING DEPARTMENT	813-272-5600
EMERGENCY MANAGEMENT	813-272-6900
HIGHWAY PATROL	813-632-6859
HILLSBOROUGH COUNTY INFOLINE	813-272-5900
TTY	813-301-7173
SOLID WASTE	813-272-5680
SHERIFF	813-247-8000
SPECIAL NEEDS SHELTER REGISTRATION	813-307-8063 813-272-5900
TECO	813-223-0800
TO REPORT POWER OUTAGES	877-588-1010
TRANSPORTATION INFORMATION	813-272-5900
AMERICAN RED CROSS	813-348-4820
CATHOLIC CHARITIES	813-631-4370
SALVATION ARMY	813-226-0055
CRISIS CENTER OF TAMPA BAY	2-1-1

## NOAA WEATHER RADIO

A NOAA weather radio can provide you with valuable hurricane information as well as vital warning information for tornadoes, severe thunderstorms and other dangerous weather. It also broadcasts warning and post-event information for all types of hazards such as chemical releases and significant matters of public safety.

Hillsborough County Frequency 162.550 MHz, SAME Code 012057

## FLOOD PREVENTION ASSISTANCE

For unincorporated County residents, staff from the Engineering and Environmental Services, Hazard Mitigation Program may make a site visit, upon request, to assist property owners with flooding and stormwater drainage information to address site-specific flooding concerns. This service is provided at no charge. For additional information on flooding, flood insurance, flood zones, retrofitting, or elevation certificates, you may contact the Hazard Mitigation Program office at 813-307-4541. Elevation certificates on file for areas within unincorporated Hillsborough County may be obtained in writing. Hazard Mitigation Program Engineering

*RATNITY 334*

4	Chiles Elementary School	16541 W. Tampa Palms Blvd., Tampa
7	Cimino Elementary School	4329 Culbreath Rd., Valrico
10	Symmes Elementary School	6280 Watson Rd., Riverview
12	Marshall Middle School	18 S. Maryland Ave., Plant City
13	Reddick Elementary School	325 West Lake Dr., Wimauma
14	Tomlin Middle School	501 N. Woodrow Wilson St., Plant City
16	Oak Park Elementary School	2716 N. 46th St., Tampa
18	Lake Magdalene Elementary School	2002 Pine Lake Dr., Tampa
20	Nelson Elementary School	5413 Durant Rd., Dover
22	Adams Middle School	10201 N. Boulevard, Tampa
26	Jennings Middle School	9325 Governors Run Dr., Seffner
27	Benito Middle School	10101 Cross Creek Blvd., Tampa
28	Mulreannan Middle School	4215 Durant Rd., Valrico
30	Barrington Middle School	5925 Village Center Dr., Lithia
32	Sheehy Elementary School	6402 N. 40th St., Tampa
33	Collins Elementary School	12424 Summerfield Blvd., Riverview
34	Summerfield Crossings Elementary School	11050 Fairway Meadows Dr., Riverview
38	Cork Elementary School	3501 N. Cork Rd., Plant City
40	Forest Hills Elementary School	10112 N. Ola Ave., Tampa
41	Crestwood Elementary School	7824 N. Manhattan Ave., Tampa
42	Walden Lakes Elementary School	2800 Turkey Creek Rd., Plant City
43	Bevis Elementary School	5720 Osprey Ridge Blvd., Lithia
45	Pride Elementary School	10310 Lions Den Dr., Tampa
46	Stowers Elementary School	13915 Barrington Stowers Dr., Lithia
47	Wilson Elementary School	702 English St., Plant City
49	Steinbrenner High School	5575 Lutz Lake Fern Rd., Lutz
56	Knights Elementary School	4815 N. Keene Rd., Plant City
58	Tampa Bay Boulevard Elementary School	3111 Tampa Bay Blvd., Tampa
62	Turner Elementary School	9190 Imperial Oak Blvd., Tampa

## DOG AND CAT FRIENDLY SHELTERS

Hillsborough County offers four dog and cat-friendly shelters, indicated on the shelter list of this guide.

Sheltering your pet:

- ✓ Provide proof of current license and vaccination
- ✓ Pet must be in an appropriate pet crate
- ✓ Provide all items required for your pet
- ✓ You are responsible for the care of your pet while in the shelter
- ✓ Cohabitation of pets and owners is not permitted if you are unable to meet these requirements, please make other arrangements to shelter your pet.

## SPECIAL NEEDS

Hillsborough County provides a shelter program for those residents requiring special medically related care. Special needs shelters will be available for persons requiring more skilled medical care than available in a public shelter but not requiring an acute care facility such as a hospital. If this type of extended care is needed, contact the Hillsborough InfoLine at 813-272-5900 or the Hillsborough County Health Department at (813) 307-8063 to be considered for registration into this program

## USING YOUR COUNTY MAP

1. Locate where you live and work on the map.
2. Determine whether you are in an evacuation area, and if so, what level (color).
3. If you are in an evacuation area, or live in a mobile home/RV, decide where you will go if ordered to evacuate. Your choices include:
  - ✓ Home of a relative or friend outside the evacuation zone
  - ✓ Hotel/motel outside the evacuation zone (make arrangements early)
  - ✓ Go to a public shelter
  - ✓ As a last resort, leave the area entirely
4. If you must go to a public shelter, use your county map to decide which one is convenient. Make sure you verify the shelter is open before you go.

## HURRICANE THREAT

- ✓ The colored areas on the map are vulnerable to storm surge. Storm surge is produced by water being pushed towards the shore by the force of the winds moving around the storm.
- ✓ Storm surge creates a path of destruction, wiping out structures as it rapidly surges inland and then recedes. This is a life threatening situation for anyone who ignores mandatory evacuation orders and stays in vulnerable areas.
- ✓ Hurricanes are categorized on a scale of 1 to 5, depending on wind strength and destructive power.
- ✓ Each colored area corresponds to an evacuation zone and each zone is given a letter designation, A-E. Evacuations will be ordered by zone based upon the projected storm surge.
- ✓ If you live in an area ordered to evacuate, gather your family/pets and emergency supplies, secure your home and leave immediately. Failure to obey a mandatory evacuation order is a violation of state and local laws.

**Note: All persons living in mobile homes/RVs must evacuate for all mandatory evacuation orders, regardless of where you are located in the county.**

contact their respective municipal offices regarding their services in this area.

## WHAT'S A PDRP?

The purpose of the **Post Disaster Redevelopment Plan (PDRP)** is to provide the County and cities with county-wide guidance for local decision-making and actions during the difficult recovery following a major disaster. The PDRP details actions that need to be taken to speed the recovery process and make our community more disaster resilient in the future. It also identifies actions we need to take now before a disaster strikes in order to make sure that happens.

To find out more about the PDRP and how you can be involved, go to [www.hillsboroughcounty.org](http://www.hillsboroughcounty.org) and enter 'PDRP' in the search box.

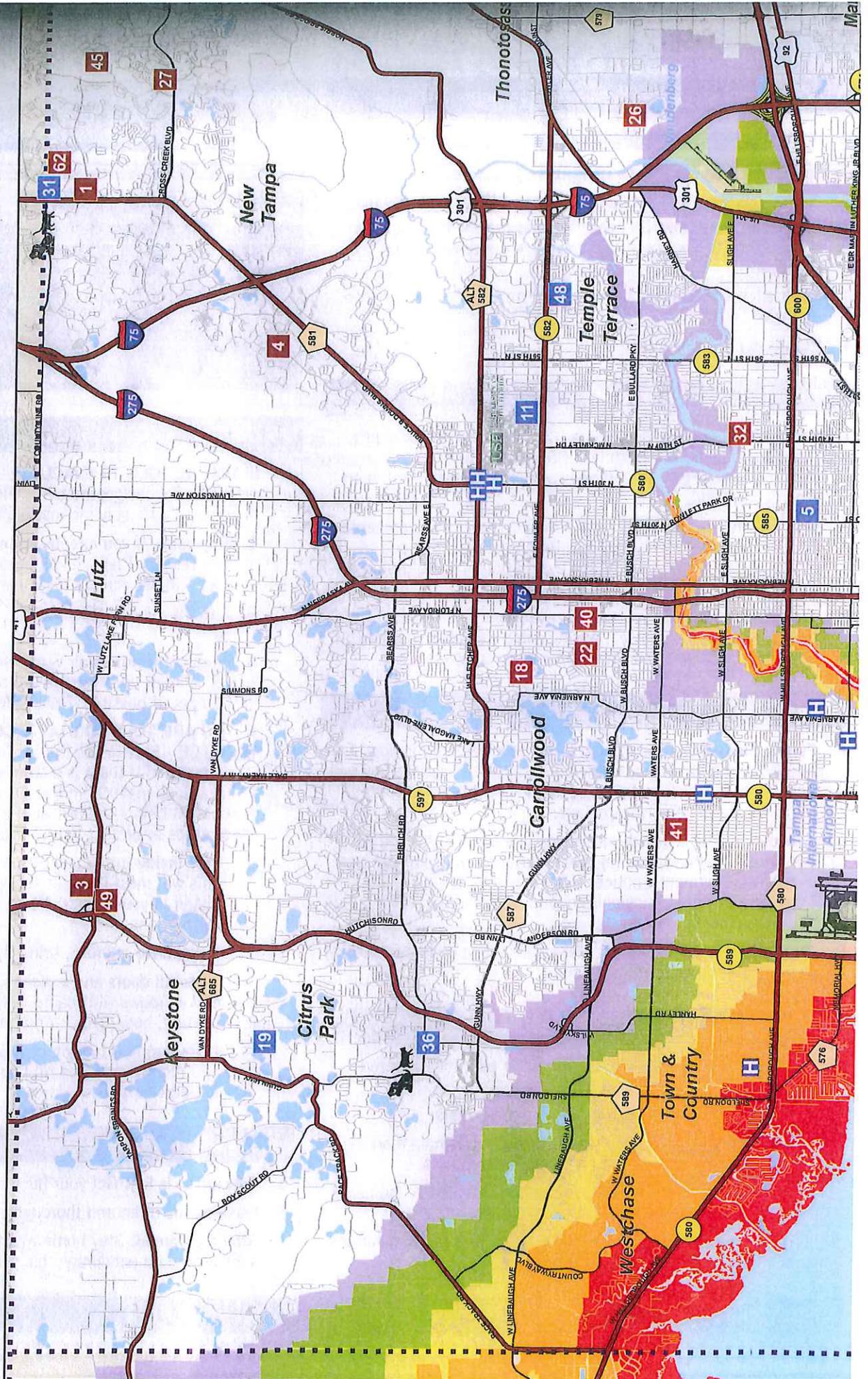
## HILLSBOROUGH COUNTY TRANSPORTATION INFORMATION

During a hurricane evacuation, area buses run evacuation routes throughout the county to assist those who need transportation to shelters. Greater Tampa and Town n' Country: Hillsborough Area Regional Transit Authority (HART) runs special evacuation routes in these areas. For route maps and instructions, visit [www.gohart.org](http://www.gohart.org) or call the HART Info Line at 813-254-4278.

South and East Hillsborough County: Hillsborough County public school buses run evacuation routes in these areas. Route information is available at [www.hillsboroughcounty.org/emergency](http://www.hillsboroughcounty.org/emergency) or via the Hillsborough InfoLine at 813-272-5900.

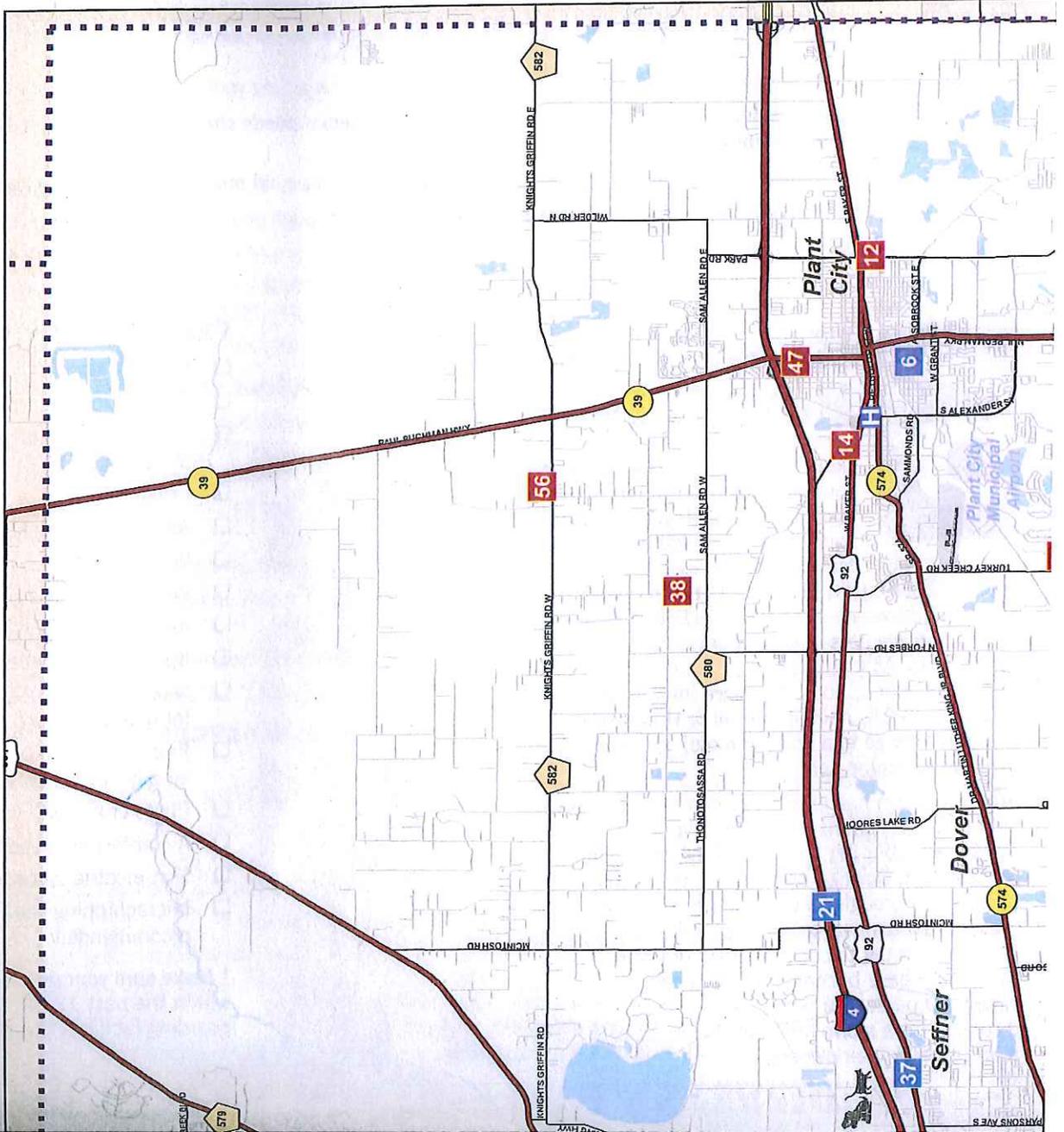
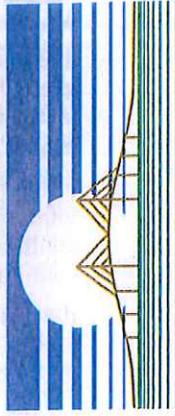
ACTIVITY 334

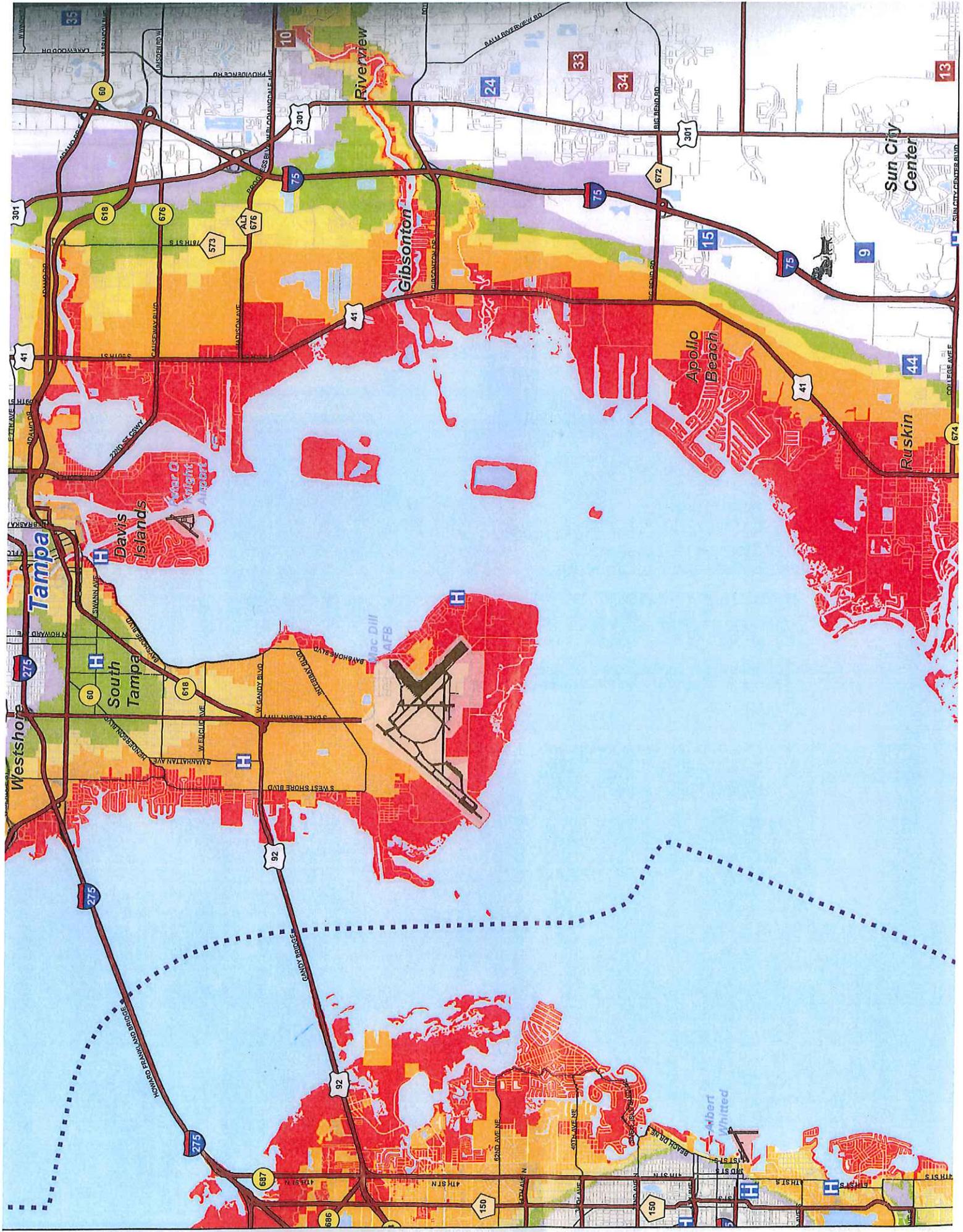
# HILLSBORO EVACUATION ZONE



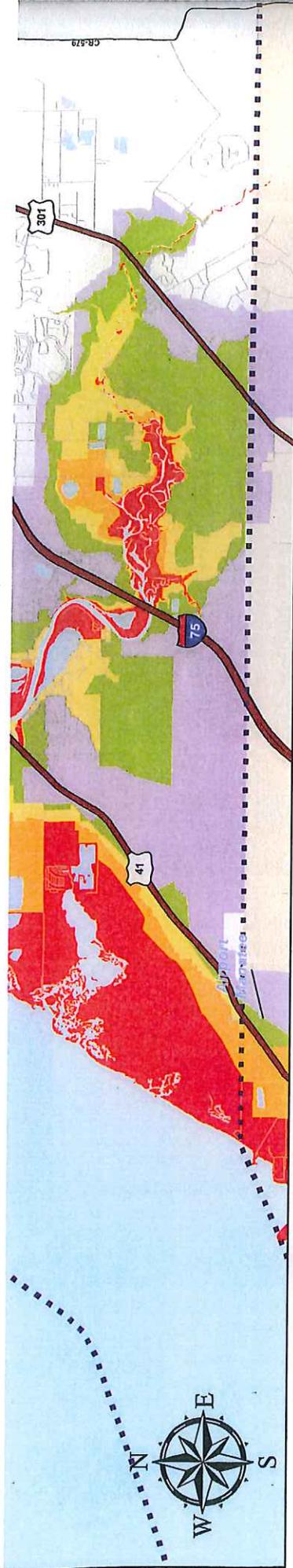
ACTIVITY 334

# GH COUNTY VES & SHELTERS









# SHELTER INFORMATION - Refer to Map Above

NO.	SHELTER NAME	ADDRESS
5	Middleton High School	4801 N. 22nd St., Tampa
6	Simmons Center	1202 Grant St., Plant City
9	Shields Middle School	15732 Beth Shields Way, Ruskin
11	Pizzo Elementary School	11701 Bull Run Dr., Tampa
15	Doby Elementary School	6720 Covington Garden Dr., Apollo Beach
19	Hammond Elementary School	8008 N. Mobley Rd., Odessa
21	Strawberry Crest High School	4691 Gallagher Rd., Dover
24	Sessums Elementary School	11525 Ramble Creek Dr., Riverview
31	Bartels Middle School	9020 Imperial Oak Blvd., Tampa
35	Brandon High School	1101 Victoria St., Brandon
36	Smith Middle School	14303 Citrus Pointe Dr., Citrus Park
37	Burnett Middle School	1010 N. Kingsway Rd., Seffner
39	Valrico Elementary School	609 S. Miller Rd., Valrico
44	Lennard High School	2002 Shell Point Rd., Ruskin
48	Greco Middle School	6925 E. Fowler Ave., Temple Terrace

**ADDITIONAL PUBLIC SHELTERS OPENING FOR HIGHER INTENSITY STORMS**

1	Wharton High School	20150 Bruce B. Downs Blvd., Tampa
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## SHELTER ICONS LEGEND

- Public Shelters Opening for Lower Intensity Storms
- Additional Public Shelters Opening for Higher Intensity Storms
- Shelters with ADA-accessible restrooms.
- Shelters with this designation are county staffed Pet Friendly Shelters. Please bring cage, food, water, medications and proof of vaccinations.

Shelters are not listed in the order they are opened and shelter openings will vary with each emergency depending on the type and intensity of the disaster. Stay tuned to local media for a listing of shelters, to include any pet-friendly shelters, which will be opened for an event. **Do not go to a shelter until local officials announce that the shelter is open.**

## HILLSBOROUGH COUNTY SHELTER INFORMATION

In the event of a community emergency, Hillsborough County has emergency shelters for residents and visitors

Completeness Review Memorandum  
Hillsborough County Community Rating System Annual Recertification



**Public Works**

**Board of County Commissioners**

Kevin Beckner  
Victor D. Crist  
Ken Hagan  
Al Higginbotham  
Lesley "Les" Miller Jr.  
Sandra L. Murman  
Mark Sharpe

**County Administrator**  
Michael S. Merrill

**County Administrator Executive Team**

Lucia Garsys  
Carl S. Harness  
Gregory S. Horwedel  
Liana Lopez  
Bonnie Wise

**County Internal Auditor**  
Michelle Leonhardt

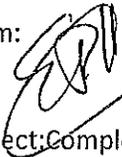
**County Attorney**  
Chip Fletcher

**Public Works**

PO Box 1110  
Tampa, FL 33601-1110  
Phone: (813) 272-5912  
Fax: (813) 272-5811

September 2, 2014

To: John Lyons, PE, Director, Public Works Department

From:  Eugene Henry, Manager, Hazard Mitigation Program  
Technical Services Division

Subject: Completeness Review, Community Rating System Annual Recertification

In working and speaking with agencies implementing activities associated with the County's participation with the National Flood Insurance Program Community Rating System (CRS), it is to the best of my knowledge and belief that County agencies have performed necessary activities to sustain the level of discounts that amount to greater than \$6 million to the community through the CRS program as described within the original application and subsequent modifications. Additionally, in speaking with Business and Support Services, Safety and Risk Management, the County maintains Federal flood-insurance for required County-owned insurable buildings within the Special Flood Hazard Area.

Annual reports and examples of projects are being compiled and will be further shared with the public through notices and through the Hillsborough County website. The CRS form AW 214 attests to agencies meeting requirements of the program, which some activities are in the final stages of completion for this fiscal year and are anticipated to be fully complete by October 1, 2014.

The County was encouraged to enter into this program by the Federal Emergency Management Agency due to Federal flood-insurance rate discounts to the community. This encouragement has led to the County performing "community activities", which exceed requirements associated with the National Flood Insurance Program (NFIP) and that have assisted in a more flood-safe community. A comprehensive list of the County's activities is set forth in Section 3 of the CRS Annual Recertification form, AW 214.

Hillsborough County has been a participant in the CRS since 1992 and is presently a Class 5 Community. The Class 5 rating places the County among the top 3% of all participating communities. Flood insurance policy holders within the County receive a premium discount of 25% for all required policies and 10% for optional policies.

x. James Hudock, Director, Public Works Department, Technical Services Division