

**Program for Public Information (PPI)
Flood Insurance Promotion (FIP)
2020-2021 Annual Evaluation Report**

Community: Town of Jupiter, FL

Name of PPI: Program for Public Information – Town of Jupiter, FL

Submitted by: David Rotar, CFM, Utility Services Manager CRS Coordinator

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Date of Report: December 29, 2020

Date Report sent to Governing Body(s): February 8, 2021

1. Date of the annual PPI committee meeting for this evaluation:

December 1, 2020

2. List of committee members that attended the annual PPI committee meeting above:

Beulah Douglas (for Don Brady)

Keith Douglass

Mike Graham, CFM

Troy Holloway

Roger Held, CFM,

Kate Moretto

David Rotar, CFM

3. List the Priority audiences for your community:

Target audience #1: Residents and businesses within the floodplain:

Target audience #2: Residents within the Repetitive Loss Areas

Target audience #3: Old Town area

Target audience #4: 7th Street area

Target audience #5: Spanish-speaking population

Target audience #6: Board of Realtors

Target audience #7: Insurance companies

Target audience # 8: Business community

Target audience #9: Homeowner and condominium associations

4. List the Topics and associated messages with the desired outcomes for each message:

Topic	Message	Outcome
1. Know your flood hazard	1a. The Town's Building Department (561-741-2286) can help you understand your flood zone determination. 1b. Visit www.jupiter.fl.us/STORM to access the Jupiter flood zone map.	More frequent and more user-friendly access to flood zone determinations
2. Insure your property for flood hazard	You should consider protecting your investment in a home financially with flood insurance.	Increase in the number of flood insurance policies in the community
3. Protect people from the hazard	3a. Do not walk through flowing water. 3b. Do not drive through a flooded area.	Fewer water rescues and police citations for ignoring barricades
4. Protect your property from the hazard	4a. Use the information in this guide as a resource. 4b. The Town of Jupiter Building Department (561-741-2286) and Stormwater Utility Division (561-741-2705) provide information to residents and neighborhoods on flood and wind protection methods.	Reduced property loss due to flooding
5. Build responsibly	If you see building or filling and a permit is not posted, contact the	Reduced number of building

	Building Department at 561-741-2286.	department citations
6. Protect natural floodplain functions	Help protect the natural floodplain functions by following the drainage maintenance tips listed.	Maintenance of natural floodplain functions
7. Be prepared for hurricanes	Jupiter's Flood and Hurricane Vulnerabilities: For emergency information, call the Town's Resident Information Line at 561-743-7013.	Reduced property loss from hurricanes
8. Maintain your storm drains	If a public or private drainage system is not functioning properly, please call the Stormwater Utility Department at 561-741-2705.	Reduced street flooding events caused by clogged storm drains
9. Be prepared for storm surges	Evacuate if you live in a manufactured/mobile home; have substandard construction; or live in a flood-prone area.	Increased evacuation in anticipation of storm surges
10. Know how to access post-storm services	In the event that a storm disrupts the Town's ability to provide updates electronically, bulletins will be posted daily at 25 sites. Print a map of locations.	Increased awareness of and response to storm warnings and recovery

5. List the projects in the PPI used to convey the above messages:

- Annual community flood hazard publication
- Instagram messages of flood information
- Twitter tweets of flood information
- Facebook postings of flood information
- Town Times Newsletter in Building Dept Lobby
- TV advisements (Channel 18)
- Palm Beach County Dart Apps
- Jubilee booth
- Literature distribution

Locally produced TV shows – Palm Beach County EOC

Jupiter Post Storm Information

New flood map advisement

Flood insurance promotion letter from elected official with flood flyer enclosed (370)

Flood insurance information

Town Times Newsletter mailed to all residents

TV Show – Governor’s Hurricane Conf.

Flood Insurance Advice Brochure

Town Website available in all languages, including ADA accessibility

Public presentation by Palm Beach County Emergency Management staff

Home Depot Hurricane and Flood Expo

Letter concerning flood mitigation and flood insurance (Target: Repetitive Loss Area properties)

Purchase of flood insurance advisement (Target: Realtors)

Purchase of flood insurance advisement (Target: Insurance agencies)

Email concerning flood awareness (Target: Homeowner Associations)

Letter to residents and businesses (Target: Old Town Area)

Letter to residents and businesses (Target: 7th Street Area)

6. List which projects were implemented for this reporting period:

Annual community flood hazard publication

Annual community flood hazard publication (Spanish)

Instagram messages of flood information

Twitter tweets of flood information

Facebook postings of flood information

Town Times Newsletter in Building Dept Lobby

TV advisements (Channel 18)

Palm Beach County Dart Apps

Jubilee booth

Literature distribution

Locally produced TV shows – Palm Beach County EOC

Jupiter Post Storm Information

New flood map advisement

Flood insurance promotion letter from elected official with flood flyer enclosed (370)

Flood insurance information

Town Times Newsletter mailed to all residents

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Town Website available in all languages, including ADA accessibility

Public presentation by Palm Beach County Emergency Management staff

Letter concerning flood mitigation and flood insurance (Target: Repetitive Loss Area properties)

7. List why some projects were not implemented (if any):

Home Depot Hurricane & Flood Expo – Due to COVID-19, Home Depot did not implement this outreach project this year.

Purchase of flood insurance advisement (Target: Realtors) – This project had not been done at the time of the meeting but is anticipated in early 2021.

Purchase of flood insurance advisement (Target: Insurance agencies) – This project had not been done at the time of the meeting but is anticipated in early 2021.

Email concerning flood awareness (Target: Homeowner Associations) – This project had not been done at the time of the meeting but is anticipated in early 2021.

Letter to residents and businesses (Target: Old Town Area) – This project had not been done at the time of the meeting but is anticipated in early 2021.

Letter to residents and businesses (Target: 7th Street Area) – This project had not been done at the time of the meeting but is anticipated in early 2021.

8. List what progress was made toward the desired outcomes:

Desired Outcomes and Progress

<p>More frequent and more user-friendly access to flood zone determinations – There is documentation of all inquiries, which have been consistent in recent years.</p>
<p>Increase in the number of flood insurance policies in the community – The number of policies has remained stable.</p>
<p>Fewer water rescues and police citations for ignoring barricades – Because there were no major flood events, this outcome cannot be ascertained.</p>
<p>Reduced property loss due to flooding – Because there were no major flood events, this outcome cannot be ascertained.</p>
<p>Reduced number of building department citations – Strong plan reviews has helped minimize any issues.</p>
<p>Maintenance of natural floodplain functions – There has been successful maintenance.</p>
<p>Reduced property loss from hurricanes – Because there were no hurricanes, this outcome cannot be ascertained.</p>
<p>Reduced street flooding events caused by clogged storm drains – City crews inspect and maintain clogged storm drains both before and after heavy rain events.</p>
<p>Increased evacuation in anticipation of storm surges – Because there were no major flood events, this outcome cannot be ascertained.</p>
<p>Increased awareness of and response to storm warnings and recovery – Because there were no major flood events, this outcome cannot be ascertained.</p>

- 9. List what should be changed (if anything). This should include what messages, outcomes and projects should be revised or dropped and what new ones should be initiated.**

The PPI Committee considers the present public outreach program to be strong and does not recommend any changes in messages, outcomes or projects.