2022 Hurricane Preparedness for Sarasota County

HURRICANE EVACUATION ROUTE



Edward J. McCrane Jr. Emergency Management Chief Sarasota County Government

Sarasota County Emergency Management Division



Emergency Management Operations Manager



Emergency Management Officer



Anne Miller

EM Chief



Edward McCrane

(Acting) Emergency Management Operations Manager



Dennis O'Hara

Officer

Emergency

Management



Kay Carpenter



Emergency

Management

Planner

Nicole Double

Emergency Management Coordinator & Admin Specialist



Angel Coffin





Emergency Operations Center (EOC)



The Sarasota County Government Emergency Operations Center is a state-ofthe art facility that houses both the Emergency Management Division as well as the 911 Call Center for Sarasota County and County Contact Center.

This was a LEED certified and designed to FEMA 361 standards.

This hardened structure is capable of withstanding a 253 mph wind load. The EOC also includes redundant utilities, two 1250 KW generators, and a 250' Communication tower.



MULTI-AGENCY COORDINATION CENTER (MACC)



It Only Takes One **HURRICANE SEASON FORECAST** COLORADO STATE UNIVERSITY Colorado State University 2022 CSU LAST YEAR **30-YEAR** FORECAST (2021)AVERAGE NAMED STORMS 21 14 20 **HURRICANES** 1 9 3 **MAJOR HURRICANES** 3 4





2022 Atlantic Tropical Cyclone Names

May MIGA Donnio Colin Danielle Earl Fiona Gaston

Hermine lan Julia Karl Lisa Martin Nicole

Owen Paula Richard Shary Tobias Virginie Walter

Names provided by the World Meteorological Organization

Be prepared: Visit hurricanes.gov and follow @NWS and @NHC_Atlantic on Twitter.

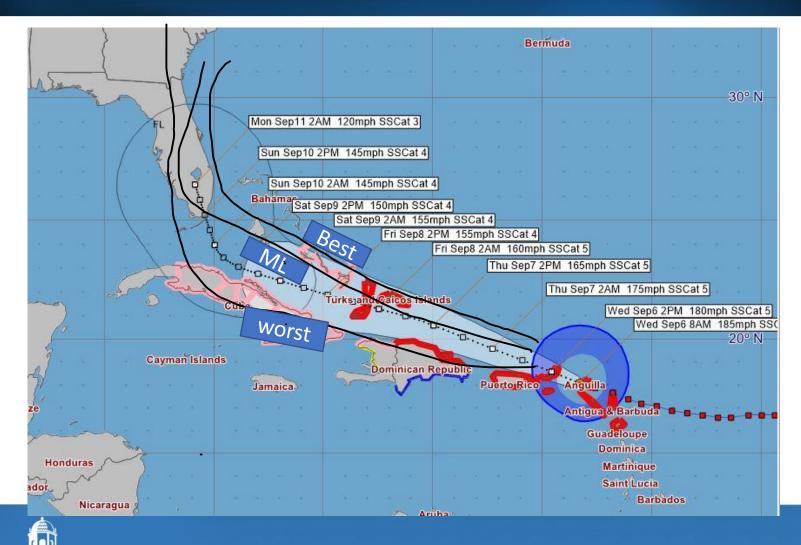
May 2022

Hurricane Irma Cone of Uncertainty



Worst/Best/Most Likely planning

Sarasota County





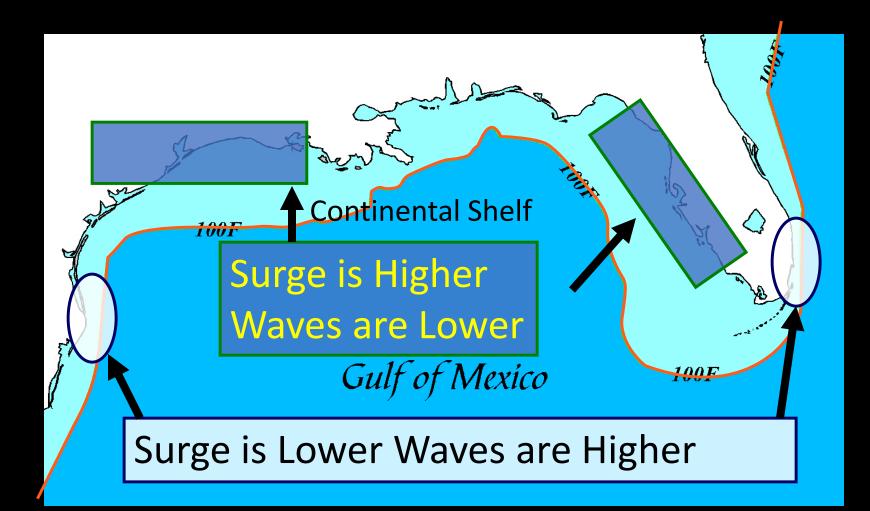
Evacuations are called for two reasons

#1. For people inStorm SurgeZone/low-lying areasprone to flooding

The United States Geological Survey (USGS) <u>found</u> at least three high-quality still-water marks between 17 - 19' above mean sea level (MSL) in Mexico Beach, taken inside of buildings where waves could not reach. 2018 Hurricane Michael, Mexico Beach, FL



Bathymetry & Storm Surge



Storm Tide & Surge Damage to Bridges







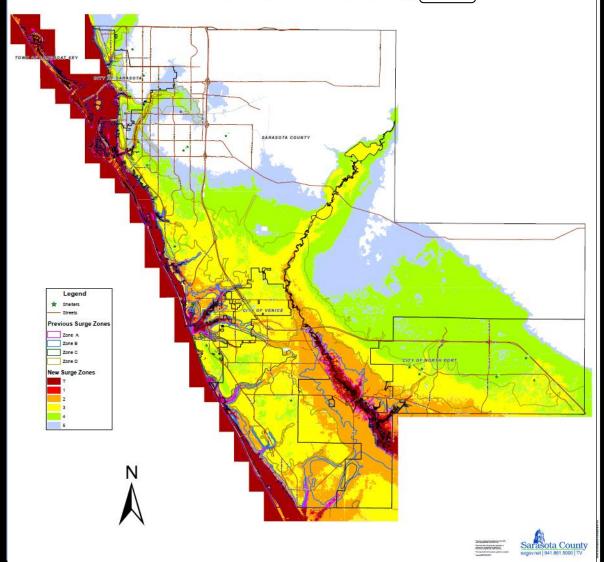
Debris left by Hurricane Ike 2008 24 feet







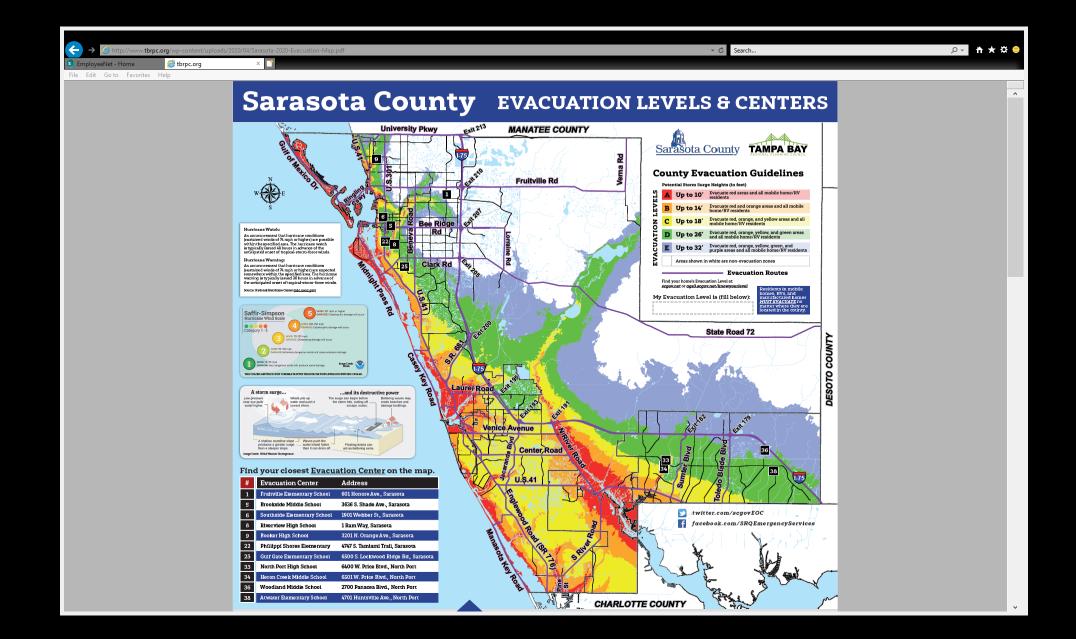
Hurricane Evacuation Storm Surge Levels



Your

Level





For Friends & Family Counties in other Florida Counties

FloridaDisaster.ORG

ABOUT THE DIVISION

PROGRAMS & PARTNERS

PLAN & PREPARE

BUSINESS & INDUSTRY

NEWS & MEDIA

PRIVACY

SPECIAL NEEDS REGISTRY

Home / Know Your Zone

Know Your Zone

In order to know when to evacuate for hurricane surge flooding, you must KNOW YOUR ZONE!

The greatest killer of people during hurricanes is storm surge – the dome of water pushed ashore by powerful hurricane winds. Entire buildings can be moved, and can cause more damage than the winds of a hurricane itself. Florida is extremely vulnerable to surge flooding because of its coastal and low-lying geography.

Disaster Preparedness Maps Flood Zone Maps Know Your Zone

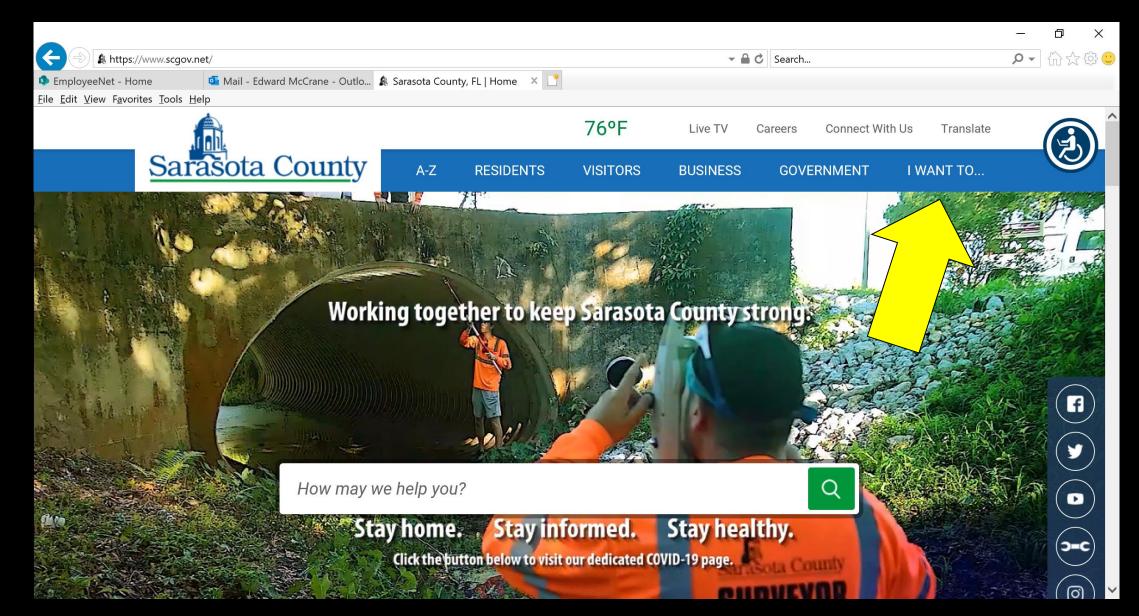
Counties in our region WITH Designated Evacuation Zones

For each county that has designated evacuation zones/levels, please refer to these specific resources.

<u>Charlotte</u> <u>Hillsborough</u> <u>Manatee</u> <u>Pinellas</u> Sarasota

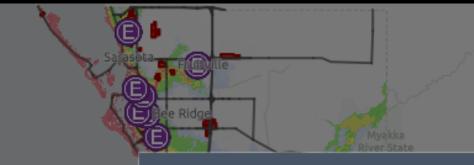
https://www.floridadisaster.org/knowyourzone/

"Know Your Level"



"Know Your Level" Tool

← → ▲ https://www.scgov.net/				- C Search			- ⊡ × ♪ ☆ ☆ ℃
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	Sarasota Count	y a-z resi	IDENTS VISITORS	BUSINESS	GOVERNMENT	I WANT TO	
	Apply For	Find	Get		Report		^
	Job Bid, RFP, RFQ Building Permit Driver's Licens Volunteer Op Connect With US Access Sarasota TV Meetings on Demand Dispose Of Hazardous Materials Recyclables	Beaches and Parks Bike and Walking Routes County Building Addresse Commissioners Commissioner Email Licensed Contractors Library Meetings and Events My Evacuation Level Pet Adoptions Property Info (Homestead Exemption) Status of Bid, RFP, RFQ Voting District	tes Bus Sche esses Bus Route Environm Hurricane Library Ca New Wate Pay Animal Se tead Landfill P Library Fi	e Maps nental Permit e Preparedness ard er Service ervices Payment	Code Violatio Pollution Con Report Fraud Register eBill Notifica Domestic Par Vote Vehicle Emergency N Medical Need Transportatio Evacuation C	tion thership otifications Is Program on (Hurricane	
	Trash (Solid Waste) Donate Blood Bank To the Libraries Hurricane Dorian Aid		Pay Coun Pay EMS Pay False Pay Fire I Events Bi	nty Utility Loan Bill e Fire Alarm Bill Dept. Special ill Safety Inspection Fees	Submit A Claim for P Damage or Po A House Call Mosquito Ma FDOT's U.S. 4 Streets Corrio Public Record	ersonal Injury from nagement I1 Complete dor Study	



Attention - The Evacuation Level layer on this map has changed.

The Sarasota County map has been updated based on newly run storm surge models provided by the State of Florida through the Southwest Florida Regional Planning Council.

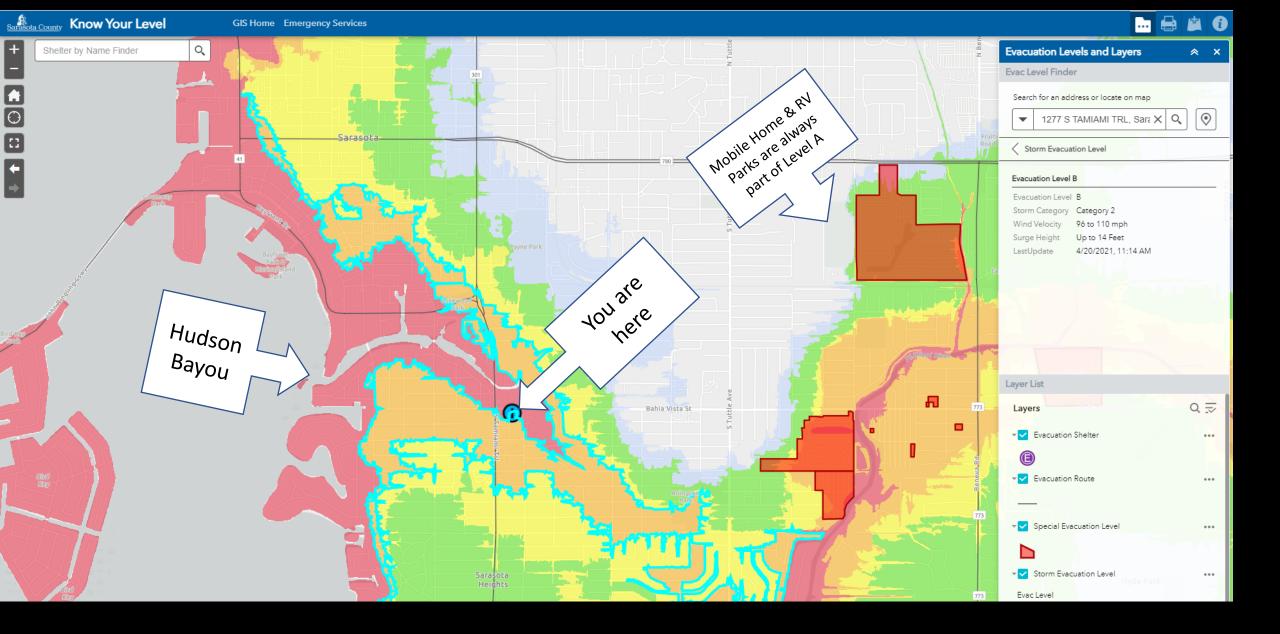
Although evacuation levels remain the same for most residents, please double-check your address to see if your property or address has been affected.



CHARLOTTE

"Know Your Level" Tool

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02.207 27.131 Degites		nive sity of South Florida, FDEP, Esri, HERE, Gar	



1277 S Tamiami Trail Sarasota



19600 Floridian Club Dr, Venice, FL 34292

Evacuations are called for two reasons

#2. For people in manufactured or mobile homes/RVs& Boats





The Sands at Romar Beach condominium in Alabama suffered wind damage from Hurricane Danny in July 1987



27,000 roofs were damaged and destroyed in Charlotte County by Hurricane Charley 2004



Watches & Warnings



Watch = 48 Hours before

Warning = 36 Hours before

Tornadoes in Hurricane Dennis



Tornado damage in Brandon



- Right front quadrant of the storm relative to the storm motion
- 100 miles away from the center of the storm

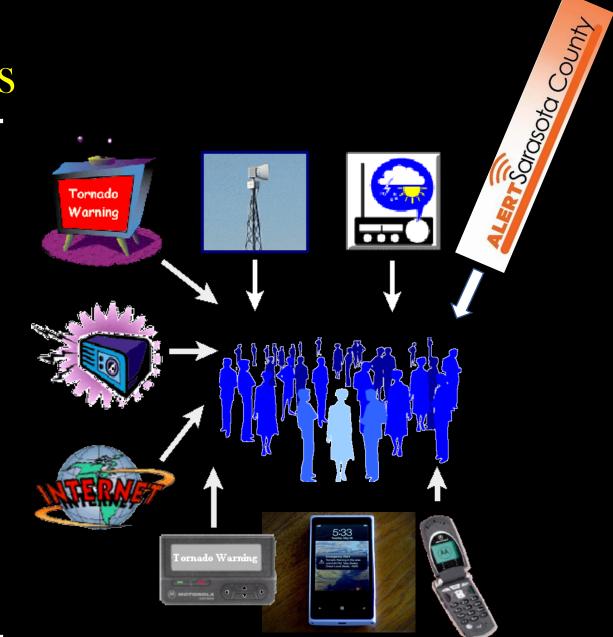
The Warning Process

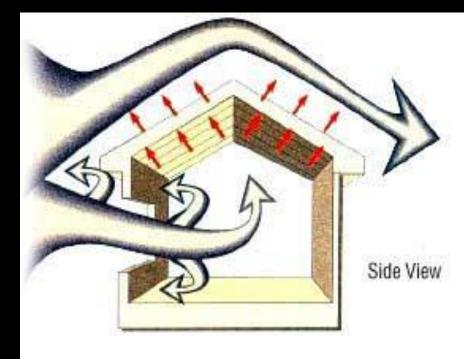




Tornado Warning Issued

- 1. Radar detects it
- 2. SKYWARN Spotter reports it











Hurricane shutters & garage door on house of Sarasota County EM Chief









The first week is on you

Prepare to be self-sufficient for at least 7 days. Emergency responders may be delayed.







Have a Disaster Kit - Stock up NOW!!!

- Change of clothes
- Bedding supplies
- Books, games
- Cell phone chargers
- Personal comfort items
- Have supplies to last at least <u>a week</u>
- Take prescription **bottles**
- What other items might be in your disaster kit?
- Masks
- Gloves
- Hand Sanitizer



Everyone Packs Their Own

No one ever thinks a disaster will happen to them. Your best strategy in dealing with a disaster is to be as prepared as possible. You should be able to take care of yourself and your family for 72 hours. Use this checklist to stock a basic 72-hour kit and add items depending on your family's needs. Ideally, your kit should be stored in a waterproof and wheeled container. You may have to stay in your home without electricity or water, or you may have to evacuate your home for a period of time.

Food and water

- Two litres of water per person per day.
- Toiletries
- Cleaning supplies (hand sanitizer, dry shampoo, etc.).
- Food that doesn't require cooking and won't spoil, such as granola and protein bars, trail mix, dried fruit and canned tuna (remember to replace food and water once a year).

Equipment

- Manual can opener.
- Flashlight (wind-up or battery-operated) and batteries (replace batteries every year).
- Wind-up or battery-powered radio (replace batteries every year).
- Candles, lighter, waterproof/strike-anywhere matches.
- Pens and paper.
- Duct tape.
- Pocket knife.
- Cooking and eating utensils.
- Warm clothes and blankets or sleeping bags.
- Garbage bags.
- Whistle and flares (to attract attention).

- First aid kit.
- Toilet paper.
- Dish soap.
- Feminine supplies.

Special needs items

- Infant needs (diapers, formula, bottles, etc.).
- Prescription medicines.
- Extra pair of prescription glasses or contact lenses.
- Pet items (food, leash, muzzle, medication, etc.).

Personal documents and items

- A list of your emergency contacts (names and contact numbers).
- An extra set of house and car keys.
- Some cash in smaller bills.
- Copies of important documents like passports. birth certificates and insurance policies.



72 Hour Survival Kit

Filling the tub & keeping the water safe



HOLDS UP TO 100 GALLONS

BE PREPARED FOR NATURAL DISASTERS





Why You Should Put A Coin In A Cup Of Frozen Water In Your Freezer

KEEP A PAPER TRAIL

Keep important documents in a fireproof safe or box, and store a copy in a secure location away from your home or business.

- Proof of residence/ownership
- Birth and marriage certificates
- Passports
- Social Security cards
- Bank and credit card info.
- Wills, deeds, and copies of recent tax returns
- Stocks and bonds

- Copy of driver's license
- Special medical information
- Insurance policies
- Property inventories or photos and videos of your home or business
- Business tax license
- Business supply/vendor lists



Managers, Your HOA emergency plan must include

Site **Plan** encompassing the entire community

Evacuation Plan....

Standard **Procedures**....

Designated Meeting Place. ...

Instructions on How to Handle Debris. ..

All Important Contact Information & List of Owners

Insurance Information....

Community Photos/videos/drone footage of roof

"The First Week is On You!"

to be Hurricane Prepared Today!



repare to be self-sufficient for at least 72 hours – preferably up to a week Emergency response may be delayed after a disaster.



Be Prepared, Get It Together

f b 🔠



"Get Hurricane Prepared Today!"

Decide now if you'll need to evacuate your home in the event of a hurricane.

Residents in low-lying areas, barrier islands and mobile homes should seek shelter when conditions warrant.





If your home was built after 2002, and you are not in an evacuation level, you may be more comfortable sheltering in place.

A 2005 University of Florida study concluded that homes built under the 2002 Florida Building Code sustained less damage on average than homes built between 1994 and 2001 under the Standard Building Code.







IF YOU'VE DETERMINED THAT YOUR HOME IS NOT SAFE TO RIDE OUT A STORM:

- Stay with a friend or leave the area
- Emergency management agencies recommend you arrange to stay at a "host home" with shutters that is outside the evacuation level.
- A host home is the home of a friend or family member who has agreed to provide temporary shelter for you.







Plan your Evacuation Route

- Hurricanes can strengthen quickly
- Storm surge flooding can close roads well before the storm makes landfall
- Have a least <u>2</u> ways that you can evacuate

www.ready.gov/evacuating-yourself-and-your-family

Weather-Ready Nation National Oceanic and Atmospheric Administration

National Weather Service weather.gov/hurricanesafety



Hurricane Evacuation Centers



Fruitville Elementary School Brookside Middle School Southside Elementary School Riverview High School Booker High School Phillippi Shores Elementary Gulf Gate Elementary School North Port High School Heron Creek Middle School **Woodland Middle School Atwater Elementary School Taylor Ranch Elementary School**

601 N. Honore Ave., Sarasota 3636 S. Shade Ave., Sarasota **1901 Webber St., Sarasota** 1 Ram Way, Sarasota 3201 N. Orange Ave., Sarasota 4747 S. Tamiami Trail, Sarasota 6500 S. Lockwood Ridge Road, Sarasota 6400 W. Price Blvd., North Port 6501 W. Price Blvd., North Port 2700 Panacea Blvd., North Port **4701** Huntsville Ave., North Port 2500 Taylor Ranch Trail, Venice

Hurricane Evacuation Centers

Should be considered as a last resort







Each person gets only 20 Square Feet of space in the evacuation center



Bridge Tropical Storm Lockdown Procedure



When the Bridge Superintendent determines that severe weather is imminent (sustained winds of 39 mph or greater, expected within an 8 hour time period) and moveable bridges need to be locked-down, they confer with Road & Bridge Manager, General Manager and Emergency Operations staff.

Non-Response of First Responders Due to Sustained Tropical Storm Force Winds



- Law Enforcement Sustained winds of 55 mph+
- EMS and Fire Sustained winds of 45 mph +
- Those who call 911 during the hurricane-force will still be able to speak to a call taker and receive guidance over the phone.
- The calls will be prioritized, and emergency officials will respond to calls based on need once they are able to get back on the streets.

Irma Tallahassee, FL 2017

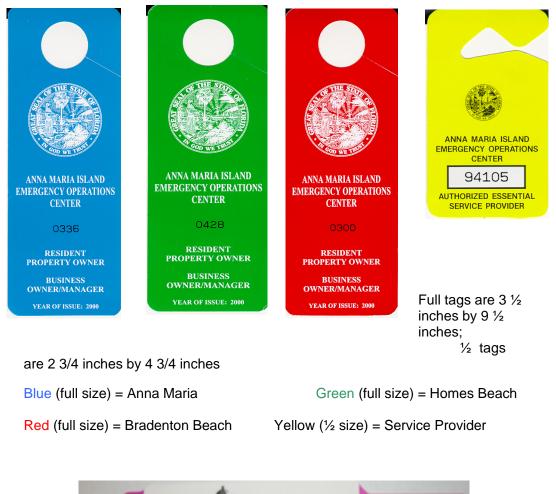
POLICE





Island Re-entry Tags (For law enforcement purposes)









wrist bands (color may vary) = Longboat Key

Valid Credentials for Re-Entry

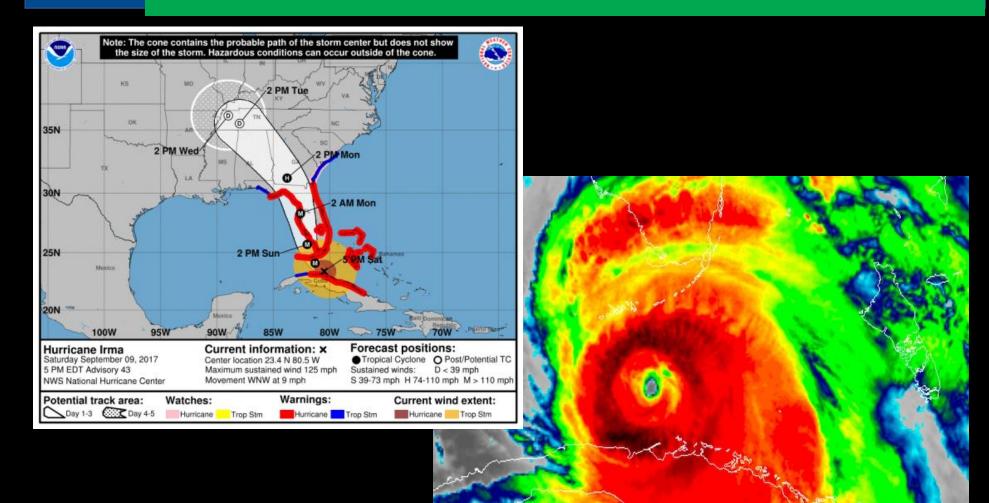
Shall include, but are not limited to the following: Drivers License Voter Identification Card Property Tax Bill Utilities/Phone Bill Employee ID Card/Letter from Business on Company letterhead Pay Stubs From an Island Business Rental or Lease agreement

When cleared, vehicles and pedestrians will proceed along the designated re-entry route for access to the evacuated area. Vehicles and pedestrians not having proper identification shall be denied clearance and rerouted from the area.



Hurricane Irma Lessons Learned





Sarasota County

After Action Review (AAR)

• After Action Peer Review Team

- Craig Fugate, Former FEMA Administrator
- Jonathan Lord, FDEM
- Alan Harris, Seminole County
- Manny Soto, City of Orlando

After Action Review Process

- November: Stakeholder Leadership Meeting
- November December: Data collection, meetings, review
- Early January: Draft findings sent to peer reviewers
- Mid to late January: Facilitated meeting with peer reviewers and all stakeholders
- February: Final report completed



Transportation Dependent Plan

×G

Transportation Plan (Hurricane Evacuation Centers)

If you cannot drive to an evacuation center

Sarasota County will provide bus transportation for you and your pets (along with a limited amount of supplies) to and from a general population evacuation center. This program is activated only when Sarasota County has a declared county emergency, an activation is ordered, and evacuation centers are

ordered, and evacuation centers are opened. Transportation will be offered at designated rally points throughout the county. RALLY POINTS SOUTH COUNTY

Font Size:



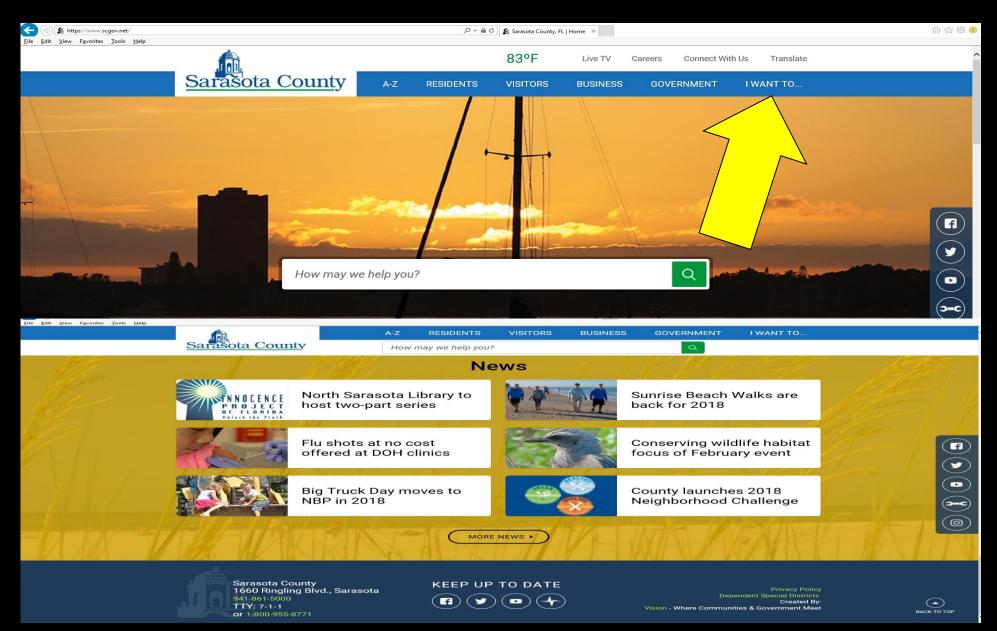
Share & Bookmark

🚔 Print

Englewood Buchan Airport



Transportation Dependent Registration



Transportation Dependent Plan



Sarasota County

Apply For

Job Bid, RFP, RFQ **Building Permit** Driver's License Volunteer Opportunity

Connect With Us

Access Sarasota TV Meetings on Demand

Dispose Of

Hazardous Materials Recyclables Trash (Solid Waste)

Donate Blood Bank

To the Libraries

		10.10 L 10.1	
A-Z RE	SIDENTS	VISITORS	BUSINES
Find		Get	
Beaches and Parks Bike and Walking Maps County Building Addresses Commissioners Commissioner Email Licensed Contractors		Bus Schedule Bus Route Maps Environmental Permit Library Card New Water Se	
Library Meetings and Events My Evacuation Level Pet Adoptions Property Info (Homestead Exemption) Status of Bid, RFP, RFQ Voting District		Pay Landfill Payment Library Fine Pay County Utility Bill Pay County Utility Loan Property Taxes Traffic Ticket/Fine	

Report

77°F

Live TV

BUSINESS

Careers

GOVERNMENT

Code Violation Pollution Concern **Report Fraud**

Register eBill Notification Domestic Partnership Pet Vote Vehicle Emergency Notifications Medical Needs Program Transportation (Hurricane Evacuation Center)

Connect With Us

Translate

I WANT TO ...

Submit

A Claim for Property Damage or Personal Injury A House Call from Mosquito Management Public Records Request Questions about the county

Volunteer



Transportation Registration Form

Transportation Registration Form

Sarasota County



Transportation to Emergency Evacuation Centers

Request for Transportation to a Rally Point

When a hurricane or other disaster requires mandatory evacuation, designated Rally Points will be established for citizens needing transportation to and from an emergency evacuation center. It is recommended that you drive, use friends, family, or neighbors to transport you to an emergency evacuation center if possible.

This program is activated only when Sarasota County has a declared county emergency, an evacuation is ordered, and evacuation centers are opened.

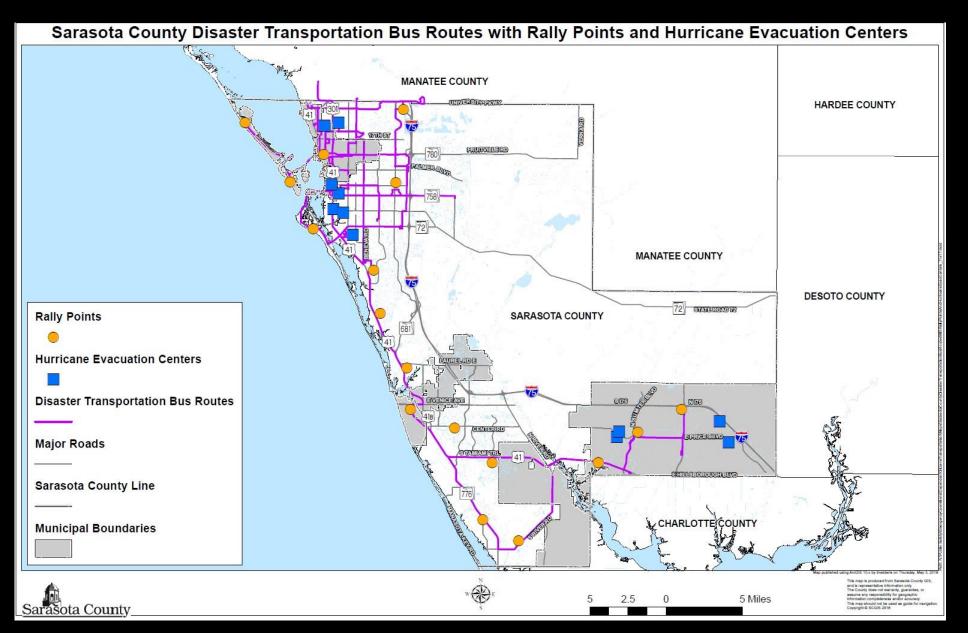
Pickup times may be delayed due to increased numbers of riders.

Evacuees should keep in mind there is limited space on the bus and in the evacuation center.Please limit your three days' worth of emergency supplies to one suitcase/bag per evacuee/rider.Transportation for you and your pet (dogs and cats only) to the emergency evacuation centers requires your pet to be in a crate or carrier.You must bring all necessary supplies to care for your pet during the evacuation.

If you need transportation to a Rally Point, please complete the form below.Shuttles will move evacuees from designated Rally Points to opened emergency evacuation centers.

Powered by Formstack Create your own form >

Transportation Rally Points & Evacuation Centers Map



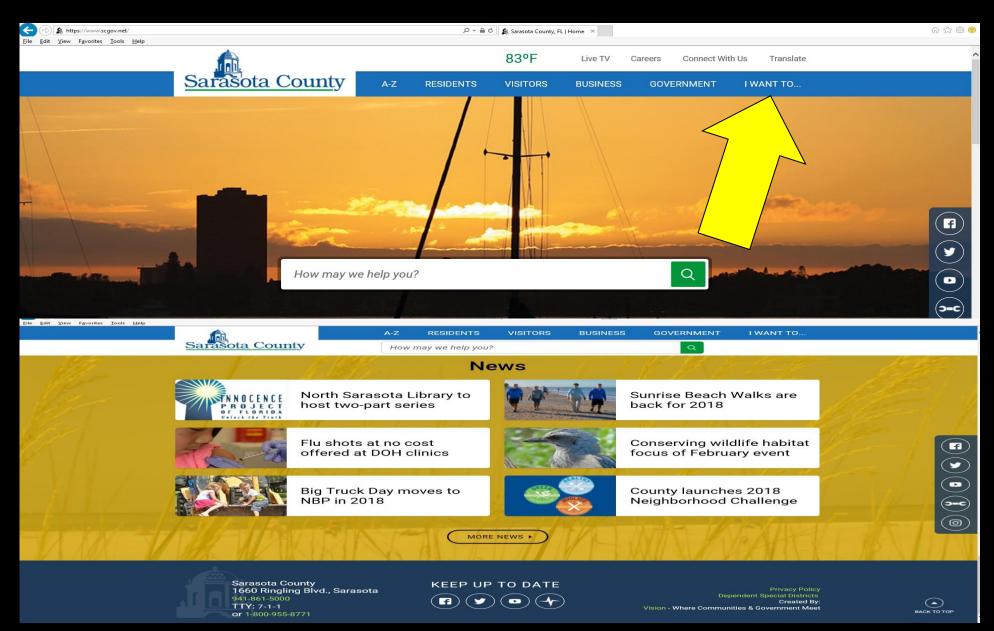
All Sarasota County Hurricane Evacuation Centers Allow Pets (Dogs & Cats)



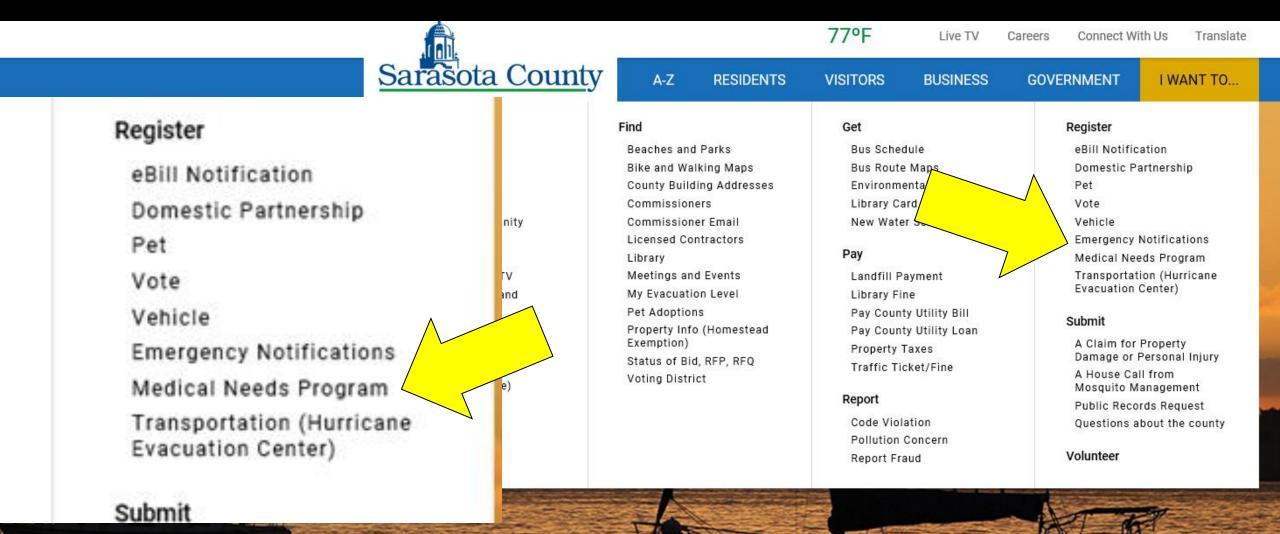




Medical Needs Program (PSN)



Medical Needs Program (PSN)



Medical Needs Program (PSN)

HOW TO APPLY

Submit an application to Sarasota County Emergency Management. Two ways to submit applications:

- 1. Complete the Medically-Dependent Person online application form.
- Complete a paper application and fax or mail it to emergency management. (NOTE: this method may delay the processing of your application. Here is the <u>Medically-Dependent Person Application</u>.

Mail to:

Emergency Services 6050 Porter Way Sarasota, FL 34232

FAX to: (941) 861-5501

If you are having difficulties viewing the document in your current browser, please try using Explorer.

TRANSPORTATION

County provided transportation to the evacuation center is limited to MDP, caregiver, spouse (if not caregiver) and underage children only. Registered MDPs will be contacted 24-48 hrs prior to the arrival of high winds to ask if transportation is needed.

If you need transportation to evacuate, it is very important to make your evacuation decision when you are called. Transportation is not guaranteed if requested at a later time and may be at your own expense.



SPECIAL NEEDS (UPON PRIOR REGISTRATION): 60 square feet for themselves, one caregiver, and all necessary belongings.



When is it safe to go back?

• Red, yellow, green conditions.

CURRENT LEVEL - RED

RED

- Unsafe.
- Emergency services may not be available.
- Extensive damage limiting travel.
- Access limited to residents and business ov Proper ID required. Enter at your own risk.

- YELLOW
- Power out, trees and power lines down. Traffic lights may be out.
- Potential damage to drinking and wastewa
- Safety precautions required.
- Limit travel to essential needs.

CURRENT LEVEL — GREEN

GREEN

- No limiting factors.
- Safe for the general public.
- All clear.





After the Storm: CLEANING UP



Don't push yourself

Straining the body can lead to heart attacks and other serious issues. Perform cleanups slowly, taking lots of breaks.



Be careful with chainsaws

Wear protective gear. Keep a safe distance from bystanders. Avoid contact with fallen power lines to prevent electric shock.



Stay safe in the heat

Stay hydrated. Wear light, loose-fitting clothing. Take breaks in shaded areas or in air conditioning. Cleanup during cooler hours if possible.

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weather.gov

After the Storm: HAZARDS REMAIN



Be careful near damaged buildings

Do not enter a damaged building until local authorities say it's safe. Leave your home if there's shifting or unusual noises. If you smell gas, get outdoors immediately and call 911.



Watch out for power lines

Stay far away from damaged power lines, whether they've fallen to the ground or are dangling overhead.

EXAMPLE 7 Don't walk or drive through floodwaters

They can contain harmful bacteria, chemicals, sharp objects, live wires and reptiles/other animals. It only takes 12 inches of fast-moving water to sweep a car away.

NOAA

weather.gov



Fire ants form floating "rafts" by locking their legs together when their mounds are flooded. These rafts contain the entire colony - worker ants, eggs, larvae, pupae, winged males and females and queen ants - and float until they come into contact with something to adhere to. Don't let that something be you!

After the Storm: **POWER OUTAGE**

Use flashlights, not candles

This will avoid risk of fire. Turn on flashlights before entering buildings, to avoid producing a spark that could ignite leaking gas.



Practice portable generator safety

Use outdoors, at least 20 feet away from doors/windows/garages to avoid carbon monoxide poisoning. Properly ground, and _____ don't overload.



Be careful with food and water

Food in the fridge can start to spoil after as little as 4 hours. Drink bottled/boiled water only, as purification systems may not be working. Use camp stoves/grills outdoors only.

NOAF

weather.gov

GENERATOR SAFETY DONOT place inside of **ANY** structure **DONOT** place near open windows or doors **DO NOT** use in wet conditions **DO NOT** refuel when hot **DO NOT** use a wall outlet

Watch Local Media Follow Social Media



WFLA (Channel 8, NBC) WTSP (Channel 10, CBS) WTVT (Channel 13, Fox) WFTS (Channel 28, ABC) SNN6 (Channel 6 SNN Sarasota) WWSB (Channel 7, ABC, Sarasota) Access Sarasota(Comcast 19Frontier 32))

NOAA WEATHER RADIO			FREQ 162.40 MHZ FIPS code 012115		
چ ان	RADIO AM WLSS 930 WSRQ 1220	WTMY 1280 WBRD 1420 WSDV 1450 WWPR 1490 WENG 1530	RADIO FM WJIS 88.1 WSMR 89.1	WCTQ 92.1 WTZB 105.9 WSLR 96.5 WRUB 106.5 WHPT 102.5 WSRQ 106.9 WKZM 104.3 WSRZ 107.9	

DO NOT CALL 9-1-1 FOR DISASTER INFORMATION



Sarasota County Emergency Services Facebook Page



Sarasota County Emergency Services Twitter Page



@scgoveoc

2022 Sarasota County Disaster Planning Guide



Available at all Sarasota County Libraries

https://www.tbrpc.org/wp-content/uploads/2022/05/Sarasota-County-Disaster-Planning-Guide-2022.pdf

Community Emergency Response Team



https://www.scgov.net/government/emergencyservices/community-emergency-response-teams-cert



Community Emergency Response Team

SUCCESSION LIFELONG LEARNI WORKFORCE DEV	ING AND FELOPMENT		search for a class GO > advanced search options >	
You are not logged in. LOGIN/CR	EATE ACCOUNT		VIEW CART (O)	
BROWSE ALL CLASSES KIDS' SUMMER CAMP EMERGENCY TRAINING	<u>« back to courses page</u> *	CERT Basic Training		
ENTREPRENEURSHIP HEALTH/FITNESS PARENTING EDUCATION	Sort by: Alphabetical by class name Showing 1 v of 1 pages Show All	>	esults per page:	
PERFORMING ARTS PERSONAL ENRICHMENT PROFESSIONAL DEVELOPMENT	COMMUNITY EMERGENCY RESPONSE TEAM	COMMUNITY EMERGENCY RESPONS BASIC TRAINING	E TEAM (CERT)	
SCF COLLEGIATE SCHOOL SCF IT/CODING ACADEMY TECHNOLOGY -MERCHANDISE-		ID:14604 This class is for beginners seeking basic training on emergency procedures to use in a disaster including but not limited to: light search & rescue op <u>View More</u> Start date: 06/06/22 End date: 06/18/22 Fee: \$0.00		
FAQ SEARCH		Weekly - Mon, Wed 6:00 PM - 9:00 PM (6/6/2022-6/15/2022); PM (6/11/2022-6/18/2022)		
CONTACT US		Instructor : Multiple Location: SCF Lakewood Ranch (MTSC	2) Room : 107/109	

Alert Sarasota County



Alert Sarasota County

ALERTSarasota County

Official notification system of Sarasota County

Stay informed. Stay alert.

Register with Alert Sarasota County for rapid updates during an emergency.

Receive alerts by landline, cellphone, text message, email, TDD/TTY, or via the Alert Sarasota County app.

- County emergency alerts
- Weather alerts from the National Weather Service.

Subscribe for additional alerts of interest:

- · Air quality alerts
- Boil water advisories
- Evacuation center openings
- · Hazardous material incidents
- Evacuation alerts
- Mosquito spraying schedules
- Red Tide updates
- Sewage spill notices
- Future alert subscriptions

Learn more at **AlertSarasotaCounty.com** or call the Sarasota County Contact Center at **941-861-5000**. And be sure to save this number to your phone so you recognize alerts: **941-213-7982**.



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< 888777

Add to contacts



Tuesday, April 21, 2020



MANATEE: Co. Commissioners rescind local curfew, approve funding for add'I COVID-19 tests, personal protective equipmt. <u>www.mymanatee.org/</u> <u>covid-19</u>

3:44 PM

12:19 PM

Wednesday, April 22, 2020



Sarasota County: County beaches accessible for essential activities ONLY starting April 27. No gathering and remain 6 ft. apart. Details <u>scgov.net/</u> <u>covid-19</u>

Everbridge Nixle Alerts Text: STORMREADY To: 888777 **Text: SRQCOVID19** To: 888777 **Text: MANATEREADY** To: 888777

Sarasota County launches new 311Connect service to enhance customer service







SARASOTA COUNTY - Sarasota County Government has launched a new customer service initiative called 311Connect, that will help the community access all of the county's services in a variety of convenient ways.

The new service allows users submit requests for service or information via web, a mobile app and phone options.

311Connect provides options for users including:

- What type of service they need so the request can be quickly routed to the appropriate county staff.
- Attach photos and specify the location where service is needed.
- Receive an estimated date by which the request will be completed, along with a tracking number and emailed status updates.
- Provide feedback about their customer service experience.
- The system will also open a library of information about county services to the community for those who prefer self-service, and in-person service is always available at county facilities.
- The Sarasota County Contact Center can also be reached directly by calling 311.

- Visit: https://sarasotacountyfl.qscend.com/311
- Mobile App: Use the 311Connect mobile app for <u>iOS</u> or <u>Android</u> devices.



"The First Week is on You!





"Get Hurricane Prepared Today!"