

R.I.S.E. GUIDE

Resilient, Integrated,
Strategic Engagement

MIAMI BEACH
RISING
ABOVE

Updated July 2019



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Introduction to the R.I.S.E Guide

The R.I.S.E. Guide was created to serve as a resource for city employees to communicate and engage with Miami Beach residents on government resilient infrastructure initiatives. It is an integrated internal communications guide with models and frameworks derived from the field of Community Psychology. The Guide attaches the existing Rising Above brand to all resilient building projects that are led by the Public Works, Transportation and Capital Improvements Departments.

The R.I.S.E. Guide aims to enhance resident communications and engagement activity performance by increasing message consistency, relationship trust and knowledge-sharing between local government and the public.

The Guide is meant to exist as a living document and discussed among city Management team members. It should be modified as needed and distributed to all project consultants and assigned staff with the Office of the City Manager having full discretion of product delivery and function.

Why the R.I.S.E. Guide?

As part of the City of Miami Beach's resilience building efforts, the City Manager's Office is working to empower civic engagement practices. The Urban Land Institute (ULI) recommends that the city adopts an integrated strategic communications and resident engagement plan that will keep messaging consistent, relationships trustworthy and residents knowledgeable throughout urban innovation, revitalization and adaptation projects.

Who should use it?

Anyone that communicates with residents of Miami Beach on behalf of the city. Specifically, such communication would include infrastructure projects led by Public Works, Transportation and Capital Improvements Projects.

The contents are especially relevant to City of Miami Beach employees with duties in public information, community outreach, citizen engagement and education; media relations, stakeholder management and partner involvement; content production, content marketing and other creative services; internal communication, knowledge management, meeting facilitation, and both professional and resource development.

Initial Project Coordination Process

For each project, the assigned City project Liaison along with his/her assigned Public Information Officer (PIO) should complete a series of steps prior to any development of materials and/or communication with the general public. Below is a three-step process for project coordination from inception to completion.

Project Coordination Process		
Step	Task	Responsible Party
Step One	Project Charter, Neighborhood Profile, Community Impact Questionnaire	CMB Project Liaison and supporting staff
Step Two	Project Kickoff Meeting	CMP Project Liaison, PIO, Contractor and Project Engineer, Supporting CMB Staff
Step Three	Project R.I.S.E Plan	Assigned PIO
Step Four	Project Completion Summary	Assigned PIO
Step Five	Letter to Commission (LTC)	City Liaison

Step 1 - Project Charter, Neighborhood Profile and Community Impact Questionnaire

Development of the project charter, neighborhood profile and community impact questionnaire need to be facilitated by the CMB Project Liaison and provided to the assigned PIO. Once these documents are completed, the Project Liaison will send a calendar invite requesting a kick-off meeting with the internal team and Communications Department. All necessary departments need to be included in this meeting. Refer to page 23 for this template.

Once this project charter is completed an email notice and calendar meeting request to the internal team and communications department needs to be set up. All necessary City Departments need to be included in this meeting.

Step 2 – Project Kickoff Meeting

CMB Project Liaison to conduct a Kick-off meeting to discuss the following items:

- A. Review project charter (Project Charter, Neighborhood Profile and Questionnaire)
 - I. Work to fill any missing information
 - II. Gather more information for the questionnaire and modify responses accordingly
- B. Discuss and confirm project communications
 - I. Messaging – Key points and project facts
 - II. Methods – Communication tools used to promote the project, meetings, and overall project engagement (ex., door-to-door, social media, e-blasts, one-on-one meetings, mailers, special

- events, etc.)
- III. Materials – What materials will be developed? (ex., fact sheet, door hanger, advisory, comment cards, etc.)
- IV. Meetings – Discuss progress meeting schedules and the need for public meetings.
- C. Generate Neighborhood R.I.S.E Team
 - I. ID a key representative of the project corridor or Neighborhood Association
- D. Discussion of Next Steps
 - I. Development of Project R.I.S.E Plan
 - II. Website project page development
 - III. Collateral Development
 - IV. Project start dates
 - V. Public Meeting dates and locations
 - VI. Other items

Step 3 – Preparation of Project R.I.S.E. Plan (PRP)

After the kick-off meeting is conducted, the assigned PIO will use the project charter and information from the meeting to develop the Project R.I.S.E Plan.

A R.I.S.E Plan must be developed for each project prior to construction commencing. A PRP is an effective way to include the information received from the project charter and approved outreach strategies based on the type of project, communication level and potential community concerns. The plan outlines a decided-on communications plans and defines roles, project scope, timelines, deliverables and affected stakeholders. It also details the informational outreach materials that are to be developed as part of the project. The PRP will serve as a living document that is continuously reviewed and revised by the CMB Project Liaison and the PIO throughout the life of the project.

Plan objectives include but are not limited to:

- Understanding the project scope, construction activities, Maintenance of Traffic (MOT) and other items related to the project
- Understanding the dynamics of the project area, community, aesthetics, and other key items
- Identifying directly affected stakeholders and impacts
- Stating the overall outreach approach and deliverables to be generated
- Addressing any special accommodations, events or needs in an effort to mitigate impacts to the community

Submit the PRP to the project team for review and approval. Finalize all outreach materials, follow approval processes and disseminate this information to the public. Report findings using the monthly project report, revisit the process and review needed changes. Refer to page 23 for this template.

Once the meeting has been conducted, the project charter and supporting documents should be updated with all discussion items, signed by the project team and submitted to the project team, directors and Communications Department. Refer to page 23 for this template.

Communication Levels and Outreach Methods

Communication Levels:

Levels of communication have been established to guide the project team to determine the degree of outreach methods required on a project. Outreach methods are subject to the discretion of the project team and Communications Department. Once a level and methods have been established, the below information must be added to the PRP.

- **Level 1:** Project is not contentious and causes minor impacts to access or traffic.
 - Ex: Installing a traffic signals, midblock crossings, and installing lighting at intersections.
- **Level 2:** Project has general public approval, minor impact on access, and a moderate degree disruption to motorists.
 - Ex: Milling and resurfacing, some bridge repair projects, construction that may require some lane closures.
- **Level 3:** Project is, or expected to be, contentious. The construction will pose significant impacts to access that could be temporary or permanent and work requires significant impacts to motorists.
 - Ex: Neighborhood utility improvement projects, major roadway reconstruction, parking removal, installation of new roadway medians, traffic patterns or shared use paths, installation of speed tables or other traffic calming devices, traffic signal removal, roadway widening or elevation, harmonization, encroachment or landscaping removals, bridge repair projects on major corridors, and projects including detours.

Outreach Methods

Below is a list of outreach methods to be considered when developing the PRP. Various outreach methods are marked as a requirement (*) on all PRPs. Should the project team or PIO require additional outreach beyond this list, written approval from the Communications Department must be obtained prior to implementing outreach.

- CMB Outreach Resources
 - City Clerk's Office – Meeting Notices
 - City Mobile Apps
 - CityGrader
 - MB Resident Connect
 - Residents Portal
 - Resident's Guide
 - Citywide E-blast/E-newsletter.
 - CMB Text – MBTraffic or MBAlert to 888777 to receive emergency notifications
 - Commission Meeting Agendas (CMB Request Only)
 - MB Magazine
 - MBTV – Channel 77
 - Social Media (Facebook, Instagram, Twitter, NextDoor and YouTube)
- Door-to-door distribution of project information along the project limits

- Consider using iPads or tablets to obtain project information electronically
- E-Blast via Constant Contact
- Elected Official/ Briefings via letter to commission (LTC)
- Groundbreaking/Ribbon Cutting Ceremonies/Other special events
- One-on-one meetings and presentations with directly affected stakeholders and community groups
- Online Streaming via Facebook Live, YouTube TV, etc.
 - The PIO must work with the Communications Department. Audio and lighting need to be tested and approved.
- Pop-up outdoor events
- Public Meetings/Charrettes (For more information see Public Meeting Coordination below)
- Website project page development and regular updates*
- Weekly Updates/Advisories/Status Updates*

Public Meeting Coordination

- All public meetings must adhere to the following outreach methods no less than two weeks prior to a public meeting:
 - Place on CMB calendar - email the clerk's office for with meeting information three weeks prior to meeting.
 - E-blast information to elected officials via CMB Project Manager – Provide information to pm.
 - Make phone calls to main Homeowners Associations (HOA) and stakeholders to distribute the flyer to their network.
 - Door-to-door distribution of project information within the project limits.
 - E-blast to all affected residents, HOA's and staff.
 - Social media messaging – Send flyer in high resolution JPG format to the Communications Department to share.
 - Internal CMB Staff distribution – Send flyer to Chief of Staff.
 - CMB Calendar posting – Send flyer to Communications Department.
- All meetings must commence with the showing of the Rising Above Video – Contact the Communications Department to obtain a copy of this video.
- The following handouts must be provided at all meetings:
 - FAQ and/or Fact Sheet
 - Comment Card
 - Meeting Agenda
- Meeting records must be posted on the website within one month after the meeting. The report should include:
 - Comment cards
 - Full voice recording of the meeting
 - Meeting sign-in sheets
 - Meeting summary & photographs

Collateral Development, Templates and Style

- **Approval process**

- All collaterals must be approved by the CMB Project Liaison, and sent by the CMB Project Liaison to the Communications Department Director and Assistant Director for approval prior to disseminating to the public.
- It is the responsibility of the CMB project Liaison to obtain written approval from the contractor and/or engineer prior to sending to the Communications Department.
- Any project funded by the General Obligation (G.O) Bond must use the G.O. Bond collaterals templates. Templates are to be requested through the Communications Department.

- **Database Development**

- Upon project inception the PIO should develop a database of city officials and project team, stakeholders, special interest groups, and property owners/current occupants to be used as a communication tool throughout the life of the project. The database should be updated on a monthly basis or as needed.
- This database is to be sent monthly to the Communications Department in spreadsheet format as follows: First Name – Last Name – Email – Identify the Project and Neighborhood.

- **Fact Sheets**

- To be translated in English and Spanish (front/back).

- **Font**

- All fonts must adhere to the Futura Family.
 - Title/Headers: Futura STD Book
 - Body: Futura STD Light

- **Inquiry/Call Log**

- The PIO is required to maintain a call/inquiry log that is to be updated on a regular basis and presented to the project team during every progress meeting. This log will serve as a reference point for open and closed public inquiries.

- **Logo – Miami Beach Rising Above**

- The MB Rising Above Logo must be used on all collaterals. Refer to page 23 for more information.

- **Templates**

- Required to be used for all project information. See page 23 for a complete list of all templates.

- **Website updates**

- Project information and collateral materials is to be uploaded to the www.MBrisingabove.com

website on a regular basis.

- The Communications Department will provide each PIO firm designated login credentials.

- **Weekly Updates/Advisories/Status Updates**

- These notices should be created in English only, unless requested by the CMB Project Liaison or the Communications Department.
- Approval deadline – The Communications Department must receive draft advisories 24 hours prior to distribution.
 - All urgent requests must be submitted via e-mail and a follow-up phone call on their cell phones with a text message sent to Tonya Daniels and Melissa Berthier to ensure delivery.
- Eliminate using technical language.
 - Work with your project team to rephrase items into easy to understand explanations.
 - Use conversational phrasing.
- Layout – Do not include text in the body of the email. Place the image of the notice and a link to download the update/advisory in case it is difficult to read when placed.
- Distribution – All weekly e-blasts must be distributed via Constant Contact
 - Link must be sent to the Communications Department for distribution on the following platforms: Next Door, HOA's, citywide e-blast and MB Traffic text messages when appropriate.
 - Link must be sent to the Chief of Staff if information affects city employees.
- No more than three months should pass without sending a project status update.

Wording and Messaging

- OneCity–OneMessage: Eliminate the use of "The Contractor" or "The Public Works Department/CIP". Instead use "The city".
- Begin all notices with the project benefits and follow with the scope of work and potential impacts. Focus more on the positives of the projects at the beginning instead of coming right in with the negative impacts.
- Avoid using red font, bold or all caps to highlight community impacts.
- Eliminate the use of text heavy messaging. Instead use bullet points.

- Avoid using technical language. Work with your project team to rephrase items into easy to understand explanations.

Correspondence

- Elected Officials – The CMB Project Liaison should work with the Communications Department Director and copy the Chief of Staff to notify the Mayor and Commission.
- Media requests – Forward requests to the Communications Department with project team included for further direction.
- Resilience questions or information requests – The Communications Department will be providing all PIOs with business cards to be used for any public inquiries. All inquiries can also be forwarded to MBRisingAbove@miamibeachfl.gov.

Project Reporting

- **Monthly Report**
 - This monthly report is to be submitted to the CMB Project Liaison to then send to the Communications Office addressing the following:
 - Key inquiries or issues
 - Weekly Updates or Advisories issued within the month
 - Social media and/or media coverage of the projectOnce the report is approved it will need to be sent as an LTC by the CMB Project Liaison or any other appointed City staff member.
- **Project Completion Summary**
 - Upon project completion, the project PIO will be responsible for generating a summary report that includes the final PRP, final inquiry and call log, database, signed agreement, meeting summaries, public meeting materials, monthly reports and any other formal documents pertaining to the project.

Refer to page 23 for both these templates.

Customer Satisfaction Survey

Throughout the life of the project the team is required to issue Customer Satisfaction Surveys. These surveys will be used as a measuring tool to ensure outreach activities are evaluated and adjusted based on public needs. Refer to page 23 for a survey that can be disseminated at public meetings, on door-to-door distributions and via e-mail.

- When distributing information door-to-door, take the opportunity to issue the general customer survey by using the established project link.
- Be sure to obtain an e-mail address and follow-up electronically with the survey.

- Utilize CMB's survey platform, MailChimp.
- Surveys are to be conducted throughout the life of the project.

Contact Information

Title	Contact	Phone	Email
Communications Director	Tonya Daniels	305.216.9462	TonyaDaniels@miamibeachfl.gov
City Manager Chief of Staff	Marcia Monserrat	305-673-7010	MarciaMonserrat@miamibeachfl.gov
Communications Assistant Director	Melissa Berthier	786.442.7109	MelissaBerthier@miamibeachfl.gov
Social Media	Amanda Carballo	305.673.7000 ext. 6060	AmandaCarballo@miamibeachfl.gov
Community Resource Coordinator	Kevin Pulido	305.673.7000 ext. 2112	KevinPulido@miamibeachfl.gov

Understanding Resilience

Definition of Resilience

Resilience is the flexibility to adapt to unforeseen circumstances and thrive in a dynamic environment. It's the ability of a person or system to adapt or respond to a change or problem. It is the capacity to recover quickly from difficulties.

A resilience strategy is the product of a planning process during which a community develops a better understanding of the challenges it faces; review its ability to address those challenges; and unites people, projects and priorities so that it may collectively act on its resilience challenges. Resilience goes beyond conference rooms and construction. It is a mindset for every individual, regardless of age, race and socio-economic class to view their life. It's investing in your own future through preparation and adaptation, while promising to build a world for future generations to prosper.

Resilience is often used to describe the way a city is upgrading its roads and stormwater system to prepare the community for sea level . projections. Resilience is a coveted opportunity, a unique chance to improve resident quality of life through better and more integrated design. Below ground, this means adding new stormwater, water and wastewater pipes. Above ground this means constructing new sidewalks, bike lanes, lighting, shade, green space and even art.

Resilience is also about being prepared for more than climate change. The city is addressing chronic stresses, such as poverty and poor transportation, as well as acute stresses such as infrastructure failure, a storm or public health matters. Miami Beach is doing so by introducing initiatives to strengthen public transportation systems, secure affordable housing and build a vibrant economy, among others.

Resilience FAQs

Is my neighborhood next for road elevation?

The city recently hired engineering design firm, Jacobs Engineering Group, Inc. to develop a multi-disciplinary, integrated sea-level rise mitigation and stormwater management strategy for the entire city. Providing subject matter expertise for the city as it evaluates designs for neighborhoods, the firm is highly regarded for incorporating a strong focus on community input that is interactive and action-oriented, creating a transparent iterative feedback loop and validation of ideas that will shape the city's cohesive water management plan.

Two of the issues their team will be re-evaluating include the phasing of the neighborhood projects and the extent of road raising. The team of leading international experts is also committed to maximizing green and blue infrastructure in their plans, not only by managing the quantity and quality of stormwater, but improving the aesthetics of the community through streetscapes, traffic calming, urban forestation and pedestrian and bicycle transportation goals.

According to the planned timetable, Jacobs will begin working in early 2019 and will deliver a concept plan for Integrated Water Management solutions. The process will include public meetings where everyone will have the opportunity to share their thoughts with the designers. After the concept plan is accepted by the city, the designers will be tasked with developing the necessary plans to facilitate neighborhood improvements. Designs are not anticipated to commence until 2020 at the earliest. Residents will be contacted regarding upcoming community meetings to ensure all are involved in the process to improve their neighborhood.

How will the new stormwater system that the city plans to install improve drainage?

The proposed drainage system will be designed to improve existing drainage conditions for each neighborhood. The system will be designed to handle all rainwater run-off. The intent is to have any greenspace lower than the road to act as the recharge area allowing rain to percolate through the ground and replenish freshwater. Run-off will be collected in the right-of-way using drainage inlets and pipes that will be connected to a stormwater pump station and water quality treatment devices before run-off is discharged.

Is the city creating basements and is my flood insurance rate going up as a result?

The concern is understandable given that raising roads is innovative, new and different from what residents are used to. However, the City of Miami Beach is not creating basements as a result of this work. On the contrary, the city is taking positive, proactive steps towards building a resilient community for generations through elevation. Investing in public infrastructure and utilizing the best science to do so, the city is reducing risk and working hand-in-hand with residents to ensure both public and private properties are in the best position possible.

In fact, the Federal Emergency Management Agency's (FEMA) definition of a basement is any area of the building having its flood subgrade, that is below ground level, on all sides. To be classified as a basement, the adjacent ground would have to be higher than your first floor on all four sides. You would essentially have to step down into your building.

The height of roads is also not a criterion used in flood insurance, thus raising streets and improving the stormwater collection system does not negatively impact flood insurance through the National Flood Insurance

Premium (NFIP). Low-lying buildings are still insurable by your flood insurance.

Mitigation and adaption are not only important ways to reduce risk, but decrease the cost of insurance. In the top performance tier of all Miami-Dade County cities, Miami Beach participates in the Community Rating System (CRS), a voluntary program under FEMA that allows communities to earn flood insurance discounts. Under FEMA's NFIP, cities earn points for conducting activities that promote flood insurance and reduce flood risk.

While flood insurance premiums are increasing due to federal action, the city's efforts to prepare the community for extreme weather events have improved Miami Beach's CRS rating from a Class 6 to Class 5 designation. A rare feat for cities, Miami Beach is one of two cities countywide to hold this ranking. This accomplishment has increased savings from 20 to 25 percent citywide, bringing estimated savings from \$6.6 million to \$8.4 million annually effective May 1, 2019.

Another noted method to reduce flood insurance is to have the first finished floor of your property above the FEMA Base Flood Elevation (BFE). Since 93 percent of all buildings in Miami Beach are located in a Special Flood Hazard Area (SFHA), the general rule is the higher the lowest livable floor, the lower the flood insurance premium.

Do stormwater pumps pollute Biscayne Bay?

Crushed plastic bottles, perforated Styrofoam, chip bags, liquor bottles and a red flip-flop – these are just some of the hundreds of remnants that have washed up inside of one of the storm water pump stations on 10 Street and West Avenue. Dishearteningly, the majority of refuse being cleaned up is not naturally occurring, but generated by people.

The city's pump stations provide quality ecological sophistication through pollution control devices. Sifting the water entering the pump, they remove harmful pollutants before they have a chance to surf down into the bay, including solids, certain particles and other substances. The city's stormwater pumps successfully prevent several tons of debris from ending up in precious waterways.

In addition, the city conducts a regular cleaning of the system. Specially-trained crews remove debris from these systems on a quarterly basis by utilizing a multi-level cleaning process. The four-step pump cleaning process begins by first, catching large debris; second, filtering sand and particles; third, removing remaining floating material and finally introducing oxygen into the water to break down unwanted bacteria and improve water quality.

For over 10 years, the city has been conducting a public area sanitation assessment program to objectively rate the cleanliness of Miami Beach. The cleanliness index measures against four factors: litter and trash, organic materials, fecal matter and garbage cans and dumpsters. It measures each on a scale from one to 10, one being exceptionally clean to six being extremely dirty. Areas assessed include streets, sidewalks, alleys, parks, surface parking lots, waterways and beach areas. The city's cleanliness has steadily progressed as evidenced by the index.

Preserving the quality of the waterways and vital marine resources by keeping trash out of the bay is paramount

in Miami Beach's fight against the rising tide.

Why doesn't the city utilize deep-well injection wells?

In developing its stormwater plan, the city considered the use of deep-well injection wells. To test the effectiveness of the wells, the city installed a few throughout the island. Not only did they not properly receive water or push it out, water was pouring out of the wells. This took place in more than one location.

Following a thorough comparative analysis, city staff also found that the construction cost would increase exponentially as compared to a gravity-based system; wells would use more energy thus increasing the city's carbon footprint; and finding suitable locations for the wells in our highly-developed environment would be near impossible.

These wells also don't function as effectively in low-lying regions. No other stormwater system in the State of Florida utilizes deep-well injection wells for these reasons.

As a result, the city moved forward with utilizing a gravity-based system paired with a pump for the outfalls.

Why is the city raising roads by 3 feet?

Numbers can be tricky, especially when discussing road elevation. As the city raises public property and harmonizes all driveway approaches as part of its resilience strategy, city staff assesses needs on a lot-by-lot basis. What does that mean? Simply put, there are varying elevations in different areas throughout the city. Across Miami Beach, the city's current policy is that roadways should be at an elevation of 3.7 North American Vertical Datum (NAVD).

The common misconception is that this means to raise roads in all areas by 3.7 feet; however, it means to raise roads to the elevation of 3.7 feet NAVD only on the portions of the road where it is not already at that height. Take the Lakeview Neighborhood for example. Those roadways are already between 2 feet and 4 feet NAVD based on some recent surveying the city has performed. This would result in the roadways only being raised from 0 feet in many locations to up to 2 feet in some areas.

But, how did the city agree on 3.7 NAVD to be the set height? The city began by finding a common ground for sea level rise projections and decided to plan based on the findings of the Southeast Florida Regional Climate Compact in 2015. Committed to planning today's efforts to withstand sea level height in 30 years, the City decided one foot would be the appropriate height based on the agreed upon statistics of rising seas. The decision was made for the road base to be above the water. Roads in South Florida are 12 inches thick. Add in the tail end water condition of 2.7 feet NAVD and the city's criteria becomes 3.7 feet NAVD.

Key Talking Points

Our resilience journey began by flooding in low-lying neighborhoods. The solution to this emergency event was the implementation of a robust stormwater management plan.

The city began its climate resilience journey by addressing the city's lowest and most vulnerable neighborhoods.

The stormwater plan consists of installing pump stations, raising roads, elevating sea walls and replacing the city's aging infrastructure. In 2013, areas such as Indian Creek Drive, Crespi Boulevard, and Sunset Harbour became poster-children for "sunny day flooding". The city took action in 2014 and launched an aggressive \$400 million, 10-year stormwater management program, which has grown to \$650 million with an increase in scope and capacity that includes upgrading the underground piping and pump systems to handle and treat water for more area than only the public rights-of-way. The majority of this cost is being absorbed by Miami Beach residents and businesses through their monthly stormwater user fees with other funding sources like the 2015 Interlocal Agreement with Miami-Dade County and the 2018 General Obligation Bond supplementing the work that needs to be done in many neighborhoods.

Every day, we are examining our plans and projects with a critical eye to protect us well into the future. We are using the best available science and engineering, investing in our aging infrastructure and are ultimately adapting to climate change. We're also being proactive, intentional and strategic in building resilience into everything we plan in hopes of creating a system that will help us bounce back faster.

We are viewed as global leaders in the field.

Today, we're viewed as a global leader in our efforts in climate resilience and we continue to write the playbook that other municipalities are and will emulate. Cities like Boston, Massachusetts and Fujisawa, Japan have visited our urban island to learn more about our resilience efforts.

We're consistently and actively looking for ways to improve our resilience strategy via community input and third-party perspectives. Thanks to these stakeholders and other regional, national and international collaborations, the city has been able to launch an aggressive, proactive and successful strategy.

The city's future hinges on the support of its residents. Building a resilient community requires communication, dialogue and continuous improvement. Throughout our resilience journey, we've involved residents and businesses to join the conversation and provide a vision as well as fine tune our efforts. We've engaged the community throughout this process, and continue to do so, by hosting public meetings, community surveys and more.

Taking an opportunity to revisit vital details of a plan with industry leaders is essential to the success of any large-scale, innovative project. The city is a member of the Rockefeller Foundation's 100 Resilience Cities (100RC) network, an extensive network of Chief Resilience Officers in other cities, like Miami Beach, who are using innovative techniques to see what works, while also providing support by tapping leading thinkers from the private sector and academic space who are bringing new ideas into the fold. In April 2018, the Urban Land Institute (ULI), a member of 100RC's Platform of Partners, worked with the city to assess its stormwater management and climate adaptation strategy. Granting high marks to the city's initiatives, the volunteer panel advocated for a broader strategy that factors in livability, green infrastructure and economic issues in addition to stormwater management.

Miami Beach has also invited renowned experts from Harvard School of Design and Columbia University to examine the city's approach and provide advice — generating a range of recommendations from truly out-of-the-box ideas to innovative risk modeling. There is no one-size-fits-all approach for infrastructure improvements

throughout the remainder of the urban island.

Led jointly by 100RC and Columbia University's Center for Resilient Cities and Landscapes (CRCL) in August 2018, the Resilience Accelerator Workshop had a significant impact on expanding the scope of Miami Beach's climate adaptation efforts. In an intense design and implementation discussion group, the Accelerator sought to introduce a resilience lens into the street elevation project at West Avenue, which had been stalled for months as a result of community concerns.

The Accelerator helped city staff work through public communications and transparency issues while also surfacing alternative designs that would create public space and amenities to complement the new streetscape. The City Commission approved a change order at their December 2018 meeting that opened up additional funding for the street elevation to continue with added resilience components such as pedestrian and bicycle routes, as well as more individualized harmonization to match the elevated street to pre-existing properties.

The extensive collaboration and engagement led by Miami Beach and the broader Greater Miami & the Beaches has set the foundation for these partnerships and helped to launch the city's strategy with solutions and support necessary to build resilience within the city and across South Florida.

The city's geography makes it vulnerable to climate change.

A city of low-lying islands with over three miles of coastline makes the city a current heavenly utopia and simultaneously an extremely climate-change vulnerable locale. South Florida is no stranger to wind and flood risk. Our geographic location on the Atlantic Ocean means that we are at risk to hurricanes and flooding. Our low elevation allows ocean water to infiltrate inland as the sea rises.

Understanding and preparing for this risk has resulted in the South Florida region having among the most advanced building codes in the world. Preserving our unique environment and quality life through resilience is not only crucial for residents, but key to our globally-renown status as a tourist destination.

References & Resources

For more information...

On the city's resilience strategy, visit www.MBRisingAbove.com.

To report flooding, a pot hole, backed up sewer line and more...

Residents are encouraged to make a report via the Miami Beach eGov app or by calling the 24/7 Public Works hotline at 305.673.7625.

To obtain an elevation certificate...

When acquiring flood insurance, it's likely residents will be required to obtain an elevation certificate. An official FEMA elevation certificate will provide an individual with their home elevation. To obtain one, residents should contact a local survey company. If they might have one already, they can contact their flood insurance agent or the City's Building Department at 305.673.7610 to check if there is one on file.

For more detailed information about Elevation Certificates and diagrams, visit www.fema.gov/elevation-certificate.

For questions about flood insurance...

Residents should reach out to their flood insurance agent for more information about rates. They have good working knowledge of National Flood Insurance Premium and can best explain the factors used in flood insurance availability and cost.

To stay updated on the G.O. Bond Projects, 25 percent of which are directly related to resilience...

Visit www.GOMB2018.com to see project status and learn more about the projects occurring in the city.

For other questions and concerns...

E-mail MBRisingAbove@miamibeachfl.gov.

Stats & Facts

A Look at Investment

Complementing the \$650 million allocated for stormwater system upgrades, the \$439 million general obligation bond is a clear testament of the Miami Beach voter's decision to invest in the future of their city and ensure a brighter tomorrow.

Approximately 25 percent of the projects are directly resilient, including 10 percent of the parks, recreational and cultural facilities projects.

More specifically, the incorporation of green and blue infrastructure (\$17 million) in park projects such as

- Par 3/Community Park
- Flamingo Park & Youth Center
- Maurice Gibb Park
- 72 Street Park, Library & Aquatic Center

51 percent of the neighborhoods and infrastructure bond including:

- Resilient Sea Walls and Living shorelines (\$10 million)

Above Ground Improvements of planned stormwater and water and sewer projects (\$85 million)

- Neighborhood Above Ground Improvements (\$43 million)
- Flamingo Park Neighborhood Improvements (\$20 million)
- La Gorce Neighborhood Improvements (\$14 million)
- North Shore Neighborhood Improvements (\$8 million)

Street Tree Master Plan (\$5 million)

- Playing a significant part of the city's plan for expanding green infrastructure, the tree master plan will strategically plant up to 5,000 trees throughout the island to improve the city's stormwater management capacities. A large species tree, properly planted, can contribute an added 4,000 gallons of stormwater management once matured.
- Many projects, including the upgrading of Fire Station #1 and #3, will incorporate resilience elements due to new design standards or are indirectly resilient such as roof replacement in infrastructure projects in which green roof designs may be considered.

City of Miami Beach in Numbers

- 92,307 residents
- 230,000 average daily visitors
- 42.1 median age
- 69.2 percent speak a language other than English
- 7 miles of beaches
- 15 cultural institutions
- 77.7 average temperature
- 37 parks and facilities
- #1 hotel destination for South Florida tourists

Fiscal Health

Economic resilience is an important component of overall resilience. Diversified revenue streams, and the financial ability to prepare for, and recover from shocks and stresses are paramount for not only bouncing back, but bouncing forward.

- \$631.3 million operating budget
- \$48.7 million capital budget
- General fund revenue sources include revenue received from property taxes as well as 53 percent of funding attributed to tourism and 10% stemming from different fees for services and permits

City Infrastructure in Numbers

- Ground elevation ranges from 2.4 feet on the west to 11.41 feet on the east with beach dunes reaching the highest at 20 feet
- 42 monitoring wells established as part of a comprehensive groundwater program

Stormwater Program in Numbers

Miami Beach is one of 30 permitted entities to discharge stormwater in Miami-Dade County, managing 4 percent of the 8,000 outfalls. From 2017 to 2018, there was a 74 percent increase in the amount of stormwater pumps.

Resilient Building in Numbers

29 building permits for homes and businesses have been obtained to actively build above base flood elevation.

- 26 residence

- 2 commercial-use properties
- 6 completed properties
- 23 properties under construction

Miami Beach's taxable assessed property values are \$38.9 billion representing 13.4% of Miami-Dade County's taxable property values

Historic Preservation in Numbers

- Land Use Boards have reviewed 282 items for sea level rise and climate change criteria in the last year
- World's largest collection of Art Deco architecture
- 20 percent of Miami Beach is located within historic districts
- 44 percent of Miami Beach's assessed property value is located within historic districts
- 67 percent of properties in historic districts are partially, or fully, at an elevation lower than 3.7 NAVD

Transit in Numbers

- 8 miles of green bike lanes
- 6 long-term parking facilities
- Free MB Trolley ranked highest of 25 cities providing circulator service in Miami-Dade County

How Do People Travel?

TODAY

- 64 percent – car
- 11 percent – bus
- 10 percent – pedestrian
- 5 percent – cyclists
- 10 percent – other

VISION FOR 2035

Becoming more resilient by becoming less car-centric. This vision represents a reduction of approximately 99.2 metric tons of green-house gases per day.

- 43 percent – car
- 20 percent – bus
- 17 percent – pedestrian
- 10 percent – cyclists
- 10 percent – other

Glossary of Terms

1. **Affordable housing:** Housing which is deemed affordable to those with a median household income or below as rated by a recognized housing affordability index.
2. **Anthropocene:** The era in which human influence has been the dominant force on the environment, including the climate; the current geological age of the world.
3. **Base flood elevation:** The calculated elevation to which floodwater is anticipated to rise during a 100-year flood as determined by FEMA and communicated via Flood Insurance Rate Maps.

4. **Blue infrastructure:** Infrastructure that is linked to water and can refer to new canals, wetlands and retention on urban plazas and other public facilities to manage water during extreme rain events.
5. **Climate adaption:** Methods to protect people and places by reducing their vulnerability to climate impacts. For example, to protect against sea level rise and increased flooding, communities might build seawalls or relocate buildings to higher ground.
6. **Climate change:** A gradual, long-term change in the Earth's climate, especially a change due to an increase in the average atmospheric temperature.
7. **Climate mitigation:** Efforts that attempt to slow the process of global climate change, usually by lowering the level of greenhouse gases in the atmosphere. Planting trees that absorb carbon dioxide from the air and store it is an example of one such strategy.
8. **Elevation certificate:** An official document indicating the elevation of a property that is used to provide important elevation information to comply with community floodplain management ordinances and determine the proper insurance premium rate by FEMA.
9. **Flooding:** An overflow of water that submerges land this is usually dry. This may occur when water escapes its usual boundaries, such as from the coast. It can also occur due to the accumulation of rainwater on a saturated ground or in urban areas, such as Miami Beach, where it can accumulate on property and in public right-of-way by seeping through stormwater drains.
10. **Flood zone:** Areas designated by FEMA as being at risk for flooding. Level of risk varies.
11. **Freshwater lens:** This concept occurs in the coastal regions of many islands, like Miami Beach, and are essential to ensuring the quality of the local water supply and nourishing vegetation. A freshwater lens is formed when lower density freshwater infiltrates to the subsurface and floats on top of denser saltwater, forming a convex lens of freshwater below the surface. The freshwater lens allows greenspace lower than the road to act as the recharge area allowing rainwater to percolate up through the ground and feed the vegetation.
12. **Green infrastructure:** Infrastructure that incorporates both the natural environment and engineered elements into projects and by doing so conserves ecosystem values and services, beautifies communities, helps to manage stormwater, reduces heat island effects and increases biodiversity and improves air quality.
13. **Greenspace:** An area of grass, trees or other vegetation set apart for recreational or aesthetic purposes in an otherwise urban environment and contribute heavily to water management and resiliency approaches.
14. **Harmonization:** The process of easing the transition between the new raised street elevation to private properties.
15. **Hazard mitigation:** According to FEMA, any action taken to reduce or eliminate long-term risk to people and property from natural disasters. This type of planning is a process utilized by state, tribal and local governments to identify risks and vulnerabilities associated with natural disasters and develop mitigation strategies to reduce or eliminate long term risks.
16. **Historic preservation:** A function of communities that helps maintain a higher quality of life by preserving its cultural heritage and historic resources by establishing context for development and encouraging green building practices.

17. **Infrastructure:** The fundamental facilities and systems serving a country, city or other area that are essential to the function of its economy.
18. **King tides:** The highest predicted tide of the year. During the king tide season, period water levels are significantly higher than that on an average day. In Miami Beach, this season runs from September to November.
19. **MSL:** Mean sea level is an average level of the surface of one or more of Earth's oceans from which height such as elevation is measured.
20. **Natural floodplain:** Low-lying areas adjacent to bodies of water that are subject to natural flooding during intense rain events, extreme high tides and storm surge events.
21. **North American Vertical Datum (NAVD):** The current vertical datum as of 1988 for the contiguous United States and Alaska, excluding Hawaii, Puerto Rico and the Pacific Island territories. The city utilized this measurement system in regard to road elevation.
22. **Personal adaption:** The steps individuals take to protect themselves and their properties from extreme weather events and flooding.
23. **Public right-of-way:** Public land such as streets and sidewalks that can be utilized by individuals for a specific purpose.
24. **Resilience:** The capacity to recover quickly from difficulties.
 - a. Synonyms: flexibility; toughness; elasticity
25. **Resilience strategy:** The product of a planning process during which a community develops a better understanding of the challenges it faces; reviews its ability to address those challenges; and united people, projects and priorities so that cities can collectively act on their resilience challenges.
26. **Runoff:** Rainfall that flows over the ground surface and occurs when rain falls on roads, driveways and other paved surfaces that do not allow water to soak into the ground.
27. **Shocks:** Sudden, sharp events that threaten a community. This includes hurricanes, tornadoes, coastal flooding, infrastructure failure, cyberterrorism and more.
28. **Special Flood Hazard Area (SFHA):** Land areas that are at high risk for flooding.
29. **Stresses:** Events or circumstances that weaken the fabric of a community on a daily or cyclical basis. This includes pronounced poverty, an underdeveloped transportation system, aging infrastructure, lack of affordable housing, rising sea level and coastal erosion.
30. **Stormwater drainage system:** A network of individual drains and a component of gray infrastructure designed to drain excess rain and ground water from impervious surfaces such as paved streets, parking lots and sidewalks.
31. **Sustainability:** The extent of a system in its current state to meet the economic, environmental and social needs of future generations.
32. **Sustainable transit:** The capacity to support the mobility needs of a community in a manner that is the least damageable to the environment and improves the mobility needs of future generations.
33. **Urban resilience:** The capacity of individuals, communities, institutions, businesses and systems within a city to survive, adapt and grow regardless of the chronic stresses and acute shocks it endures.

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34. **Vertical datum:** A unit of measurement that utilizes classic survey methods to measure height differences (i.e. geodetic leveling) to best fit the surface of the Earth; a surface of zero elevation to which height of various points are referenced.
35. **Water quality:** A measure of the condition of water.

APPENDIX

- Templates
 - Advisories and Notices
 - Community Impact Questionnaire
 - Customer Survey
 - Door hanger
 - Letter head
 - Logo and Specifications
 - Monthly Report
 - Neighborhood Profile
 - PowerPoint Slide
 - Project Charter
 - Project R.I.S.E Plan

PUBLIC MEETING

Indian Creek Greenway Design

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Tuesday, January 8, 2019
6 PM - 8 PM

Miami Beach Senior High School - Media Center
2231 Prairie Avenue, Miami Beach, FL 33139

The City of Miami Beach is hosting a public design meeting to discuss the Indian Creek Greenway project. The purpose of the meeting is to gather community input to develop a greenway masterplan that improves both the landscape aesthetics and pedestrian experience along the Indian Creek Waterway.

For more information, contact 305.673.7071, rodneyknowles@miamibeachfl.gov
or visit www.miamibeachfl.gov/city-hall/cip/

To learn more about this resiliency project and the City's other innovative initiatives, visit www.mbrisingabove.com

To request this material in alternate format, sign language interpreter (five-day notice required), information on access for persons with disabilities, and/or any accommodation to review any document or participate in any city-sponsored proceedings, call 305.604.2489 and select 1 for English or 2 for Spanish, then option 6; TTY users may call via 711 (Florida Relay Service).

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ADVISORY

Palm and Hibiscus Islands Neighborhood Improvement Project

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What's New

Palm Island Entrance Reconstruction Traffic Pattern - Phase 2

Benefits

The City is beautifying the entrance to Palm Island and pavers will be installed around the fountain.

Work Schedule

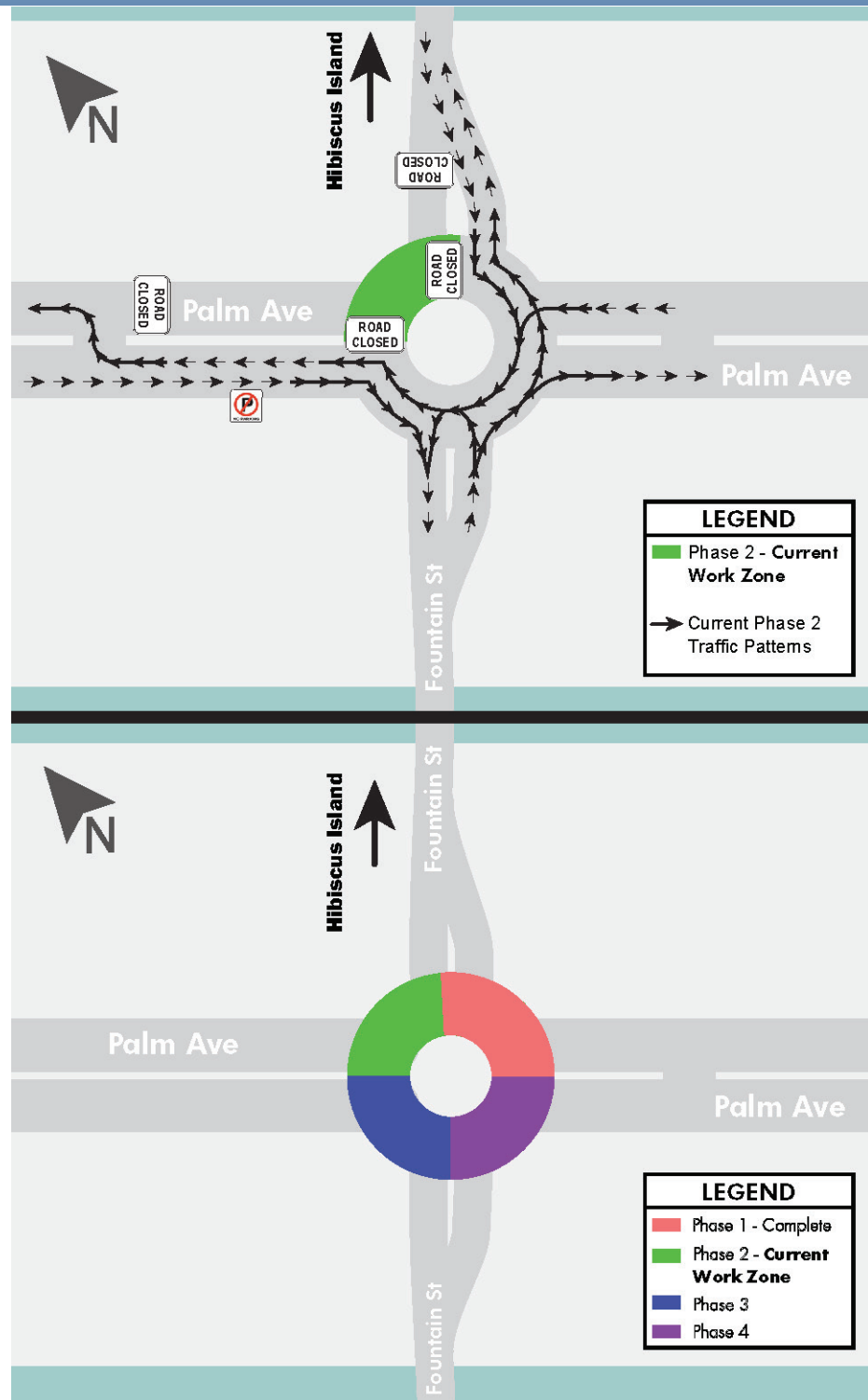
- The work will be completed in phases to minimize congestion. Each phase is expected to last approximately three weeks.
- Phase 1 will be completed the weekend of January 19 and Phase 2 will commence on Monday, January 21, despite being a city observed holiday for Martin Luther King Jr. Day.
- To complete the work safely, a new traffic pattern will be implemented for Phase 2 and will be updated as the work progresses to the next phase. Motorists entering the island are directed by signage and flagmen on site.
- Please use caution and pay attention to the detours.

What to Expect

- Temporary closures around the fountain on Palm Island.
- Two-way traffic along the east side of Palm Island. All vehicles must use caution and obey the traffic pattern.
- Please adhere to the "no parking" restrictions posted. Vehicles parked in the restricted areas will be towed at the owner's expense.

Who to Contact

For more information, contact Maria Alzate at 305.560.8218, maria@iscprgroup.com or visit www.miamibeachfl.gov/cip



To learn more about the City's innovative resilience initiatives, visit www.mbrisingabove.com

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Community Impact Questionnaire

Project Name: (i.e. Palm and Hibiscus Improvements)

Assigned CMB Department: _____

Assigned CMB Project Liaison: _____

Assigned Public Information Officer (PIO) and firm: _____

Project Location:
(i.e. Palm and Hibiscus Islands)

Question	Response
Who or what will be most negatively impacted by the project during construction?	
Who or what will be positively impacted by the project during construction?	
Who or what will benefit most from project outcomes?	
What are anticipated issues/challenges related to increasing neighborhood knowledge, consistency and trust?	
What effects does the project have for the following:	
• Temporary Air Pollution	
• Temporary Noise Pollution	
• Temporary Vibrations	
• Temporary Utility Shutdowns	
• Temporary Access Restrictions	
• Permanent Impacts	
• Other	
• Other	

General Customer Satisfaction Survey

Project Name: _____

Date: _____

1. Are you familiar with the improvements in your area?
 - a. Yes
 - b. No
 - c. Somewhat
2. Are you part of the project email list?
 - a. Yes
 - b. No
3. If so, are you receiving project updates on the status of the work?
 - a. Yes
 - b. No
4. How often?
 - a. Daily
 - b. Once a week
 - c. Once a month
 - d. Other _____
5. Is the information provided in the project updates easy to understand?
 - a. Yes
 - b. No
6. What is the best way to reach you?
 - a. Phone
 - b. Email
 - c. Text
 - d. USPS Mail
7. Do you know who your project team is and who to contact if you have any questions?
 - a. Yes
 - b. No

8. Do you have any suggestion on how the project communication can be improved?

9. Do you have any suggestions on how the City's communication can be improved?

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Palm View 20-Year Master Plan

The City of Miami Beach is working with the residents of Palm View to create a 20-year master plan for this neighborhood gem. The review includes understanding economic impact of the changes in the surrounding areas over the last 20 years (including traffic, land use, and the convention center-city center development) and a look forward to the next 20 years in the context of further public and private development, impact of historic designation and sea level rise.

**Please join us for the kick-off
meeting to hear more
about this project.**

**Tuesday, February 12, 2019
6 PM - 8 PM**

**City Hall – First floor
conference room**

*Please contact the Planning Department at
305.673.7550 if you need assistance or have any
questions regarding this project.*

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Variations

Standard Logo



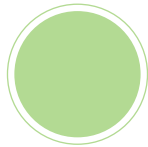
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1 Color: White

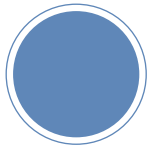


Colors



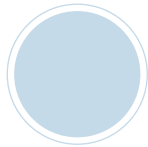
PANTONE 358

R: 170 C: 35
G: 218 M: 0
B: 145 Y: 57
K: 0



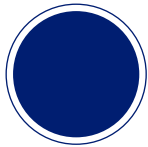
PANTONE 7682

R: 103 C: 64
G: 134 M: 43
B: 184 Y: 8
K: 0



PANTONE 545

R: 197 C: 21
G: 217 M: 7
B: 231 Y: 4
K: 0



PANTONE 2747

R: 0 C: 100
G: 27 M: 93
B: 113 Y: 24
K: 22

Fonts

Futura Light Futura Book



Futura Light

Futura Family

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
0123456789

Light, Book, **Bold**, Book Italic

Reproducing the logo

1. **Do Not** Stretch the logo horizontally



2. **Do Not** Stretch the logo vertically



3. **Do Not** Switch fonts



4. **Do Not** Change colors



5. **Do Not** Compromise logo clarity



Meeting Notice Template

1. Meeting Title

PUBLIC MEETING
Public Meeting Title

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ABOVE

4. Rising Above Logo

2. Meeting Related Image



Tuesday, January X, 2019
6 PM - 8 PM

5. Date

Location of Meeting
XXX, Miami Beach, FL 33139

6. Location

Meeting information.
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

7. Meeting Information

For more information, contact XXX.XXX.XXXX, xxxxxx@miamibeachfl.gov

8. Contact Information

3. ADA Statement

To request this material in alternate format, sign language interpreter (five-day notice required), information on access for persons with disabilities, and/or any accommodation to review any document or participate in any city-sponsored proceedings, call 305.604.2489 and select 1 for English or 2 for Spanish, then option 6; TTY users may call via 711 (Florida Relay Service).

For more information, visit <https://www.miamibeachfl.gov/city-hall/cip/>

MIAMIBEACH

9. Miami Beach Logo

Monthly Outreach Report – January 2019

Palm and Hibiscus Islands

Neighborhood Improvement Project



General Resident Inquiries

Monthly Outreach Report – January 2019

Palm and Hibiscus Islands

Neighborhood Improvement Project



Email Blasts: Sent through Constant Contact



Neighborhood Profile

Project Name:

Assigned CMB Department:

Assigned CMB Project Liaison:

Assigned Public Information Officer (PIO) and firm:

Project Location:
(i.e. Palm and Hibiscus Islands)

Audience Assessment (Who are the people affected by the project?)	
Community (name of neighborhood, description of area)	
Preferred Communication Method (attitude, perceptions, preferred communication method)	

Corridor Understanding (What is known about the project area?)	
Residence (houses, condos, single vs. multifamily units, gates community, etc.)	
Business (restaurants, retail, hotels, offices, etc.)	
Education (schools, universities, libraries, etc.)	
Worship (Churches, temples, synagogues, etc.)	
Recreation (parks, beaches, bike trails, etc.)	
Parking and Transit (on-street parking, parking facilities, transit stops, etc.)	
Loading/Valet Zones (loading zones, valet stations, waste management locations, etc.)	
Corridor Aesthetics (loading zones, valet stations, waste management locations, etc.)	

Neighborhood Context (What is known about the project area?)	
Social/Cultural (popular gathering spots, social network trends, resident perceptions, opinions and behaviors)	
Environmental/Geographical (sea-level projections, flood and evacuation zone designations, beach erosion risk, land typography)	
Historical (historic preservation area, hurricane damage zone, historical flooding zone, etc.)	
Political/Economic (land use and zoning regulations, policies and ordinances, state/federal implications, budgetary/business concerns, etc.)	



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Project Charter

Project Name: _____

Assigned CMB Department: _____

Assigned CMB Project Liaison: _____

Assigned Public Information Officer (PIO) and firm: _____

Project Location:
(i.e. Palm and Hibiscus Islands)

Project Phase	Outreach Objective	Status
Planning	Gain community feedback and vision for the project.	
Design	Obtain public input on project plans.	
Construction	Communicate project information and coordinate day-to-day construction activities	

PROJECT TEAM

Title/Role	Name	Department/Agency	Phone	Email

PROJECT SCOPE OF WORK

Project Purpose and Need (Why is this being done? What deficiencies does this project address? What are the overall benefits?) (i.e. To prevent flooding in streets, homes and businesses that is caused by rainfall, storm surge and/or rising tides, and to upgrade water sanitization system to improve drinking water quality. Reduces likelihood of property destruction and increases health safety for residents.)
Intended Outcomes (What are the project's measurable objectives? What is a successful outcome?) (i.e. improved water quality, reduced frequency of stormwater flooding, faster drainage.)
Products Deliverables (List the end-product deliverables. What will be designed, constructed, installed, replaced, etc.?) (i.e. Installation of new water meters, sewer laterals, and seawalls, replacement of water main and stormwater drainage, installation of pump stations, driveway reconstruction, etc.)

General Timeline (When are project phases, milestones, start/end dates? List deadlines and/or expectations per the contract.) (i.e. Design Phase – Start: January 2019 / End: April 2019 Construction Phase: TBD. Contractual obligation is three-month completion. Estimated completion in three to five months.)
Internal Communication Plan (What is the standard for reporting resident inquiries and feedback? What does the internal feedback look like? When will cross-department meetings take place? How will all parties remain on the same page?) (i.e. Project PIO will meet with the project team and necessary CMB departments on a biweekly progress meeting and provide an updated resident inquiries and calls log.)

ASSESSMENTS

Constraints and Dependencies (What are potential limitations or roadblocks that would impact the project? What situations does the project rely on?)
(i.e. commission approval, funding, resident acceptance, encroachment removals, harmonization agreement signatures.)
Risks (What are the significant risks associated with this project?)
(i.e. damaged underground utilities, hurricane season, adjacent projects, high traffic congestion, public opposition.)
Early Communication (Has any project information been communicated to the public? Any commitments made?)
(i.e. the City sent out a press release to the residents stating a potential project will take place in their neighborhood. CMB project liaison to provide a copy of this and the contact list of the residents who received the report. Include any previous charters.)

Approval Signature Page

Project Name: (i.e. Palm and Hibiscus Improvements)

Accompanied with the Project Charter includes the Neighborhood Profile, Community Impact Questionnaire and Project Rise Plan that was reviewed and approved by the project team.

Dept. Director Date

Lead PIO Date

Com. Director Date

Project Liaison Date

Department Date

Department Date

Department Date

Project R.I.S.E. Plan

Project Name:

Assigned CMB Department: _____

Assigned CMB Project Liaison:

Assigned Public Information Officer (PIO) and firm:

Project Location:
(i.e. Palm and Hibiscus Islands)

INTRODUCTION

Overview of R.I.S.E. Plan Purpose and Objectives

This Project R.I.S.E. Plan (PRP) is developed as an effective way to ensure community outreach effort are being coordinated and executed for all transportation projects within the City of Miami Beach. The PRP objectives are as follows:

- ✓ Include the information received from the project charter and approved outreach strategies based on the type of project, communication level and potential community concerns.
- ✓ Outline communication levels and decided-on communications plans
- ✓ Defines project roles, project scope, timelines, deliverables and affected stakeholders
- ✓ Detail the informational outreach materials that are to be developed as part of the project.

The PRP will serve as a living document that is continuously reviewed and revised by the CMB project liaison and the PIO throughout the life of the project.

PROJECT TEAM

Title/Role	Name	Department/Agency	Phone	Email

PROJECT OVERVIEW

Project Overview and Scope of Services

Description of the project limits or boundaries, existing elements of the corridor or neighborhood, proposed scope of services.

Construction Schedule, Contract Time and Budget

LOCATION MAP

Insert Map of project location/limits here

PROJECT DETAILS

Potential Controversial Issues

(i.e. improved water quality, reduced frequency of stormwater flooding, faster drainage.)

Maintenance of Traffic

Construction Phasing

AFFECTED STAKEHOLDERS

Potential Controversial Issues

(i.e. parking removal, encroachments, harmonization, roadway elevation, etc.)

Maintenance of Traffic

Construction Phasing

PUBLIC INVOLVEMENT

Public Involvement Level
Outreach Activities
Outreach Deliverables
Identification of Affected Stakeholders
Public Local Agencies Elected and appointed officials Special interest groups

SPECIAL EVENTS OR PROJECT REQUIREMENTS

Special Events/Holidays to Consider
Legal Documents for Signature
Other Accommodations

OUTREACH SCHEDULE

PRELIMINARY		
TASK	DEADLINE	RESPONSIBLE PARTY

ONGOING		
TASK	DEADLINE	RESPONSIBLE PARTY

POST		
TASK	DEADLINE	RESPONSIBLE PARTY

