

CITY OF MYRTLE BEACH



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www.cityofmyrtlebeach.com

https://www.facebook.com/myrtlebeachcitygovernment/



The City of Myrtle Beach is active on a number of social media platforms, as well as the website. We are remarkably responsive to public input and actively solicit feedback.

Our goal is "First in Service," and the public has come to expect excellent response times – and isn't shy about speaking up when they see something that needs work.





Keys to this two-way communication are **See**, **Send and Solve**.

Our staff needs to <u>see</u> the incoming message – regardless of the platform or medium – then <u>send</u> it to the proper department where that staff takes responsibility for <u>solving</u> it.

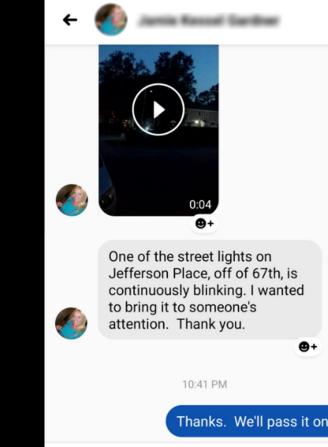
We have both formal and informal methods for receiving information from the public about needs.

🔟 79% 🖨 9:43 AM Hey buddy. Sorry for late text. How do I go about getting someone to fix man holes on 48th from 17 to little river road? I'm going to have to get my cars tires aligned every month. It should be smooth. Plus they put on right side so tires hit it instead of putting it in middle of lane so tires would avoid hitting them. 🕌 I'll look into it



FOR EMERGENCY ROADWAY MANAGEMENT

Facebook comments, direct messages, emails, phone calls, Next Door posts all generate feedback. And its more than just roadways. Trees that need trimming, unkempt yards, potholes (we usually offer same-day service on potholes), street lights and solid waste collection are just a few of the subjects.



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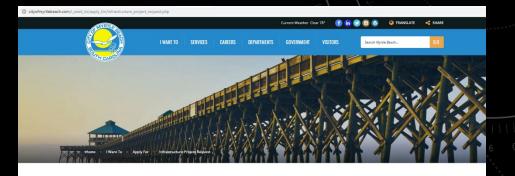
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FOR EMERGENCY ROADWAY MANAGEMENT

This means we're watching all the time, and that we have good teamwork throughout the city.

We do actively solicit some feedback, such as for infrastructure requests in neighborhoods. These are for sidewalks, traffic-calming and stormwater projects.



INFRASTRUCTURE PROJECT REQUEST

APPLY FOR

Public Works Departmen (843) 918-2000

The Public Works Department includes the Engineering Division. Equipment Maintenance Division. Parks Division. Solid Waste & Recycling Division, Street Division. Traffic Engineering Division and Water & Sewer Division. To learn more. visit the <u>Public Works</u> Department Webpace.

INFRASTRUCTURE PROJECT REQUESTS

From time-to-time, citizens initiate requests for specific neighborhood infrastructure improvement projects. These include new sidewalk installations, stormwater system improvements and traffic calming devices. The city provides a uniform policy for the review of these types of requests to determine the level of support each request has within the neighborhood it will directly affect. City staff review each request with professional engineering standards and practices in mind to determine the resolution's possible success.

A successful outcome ensures the following infrastructure priorities are met

Promotes health and safety.
 Enhances the quality of life for residents.
 Further improves the effectiveness and efficiency of the city's infrastructure

After city team members review the request. City Council will be presented with the request and possible solutions. City Council will review and evaluate each project request and resolutions. City Council has the right to pursue projects or deny the pursuit of projects regardless of the results of the city staff-led review process. City Council may choose to modify a particular project. too.

POLICIES AND PETITION FORMS

- Sidewalk Construction Request Policy (PDF)
 Sidewalk Construction Request Petition (PDF)
- Inscripting Construction Request Petition (PDF)
 Stormwater Facility Maintenance Request Policy (PDF)
- Stormwater Facility Maintenance Request Petition (PDF
- Traffic Calming Request Policy (PDF)
 Traffic Calming Request Petition (PDF)
- © 2018 Myrtle Beach, South Carolina 937 Broadway Street P.O. Box 2468 Myrtle Beach, SC 29578 (843) 918-1000 Powered By Revize LOG



We also have a formal, online Citizens Request Center where the public can submit questions, concerns and feedback on a variety of pre-determined subjects. However, this is not used as much as the social media methods and is not as responsive as the other methods.

DynamicPORTAL HOME	Welcome to Online Customer Service	 Return to <u>City of Myrtle</u> 	
My Account Dogin	To use this service, please follow the instructions below to submit a new request or to look up an existing service.	Beach Home Page	
SERVICE REQUEST	Submit a New Request	Visit the Friday Fax for this	
Submit Request LOOKUP SERVICE Request Request Number	Begin your service request by starting below. The type of requests available may include the following services.	week's news, agendas and more. Or, add your name to ou mailing list by sending us your	
	Click on the appropriate link below to proceed with your request:	e-mail address.	
	ADDRESSING BUDGET OFFICE	Questions? E-mail	
	BUSINESS LICENSE	info@cityofmyrtlebeach.con	
	CITY BUILDING WORK REQUEST CITY HALL	or call (843) 918-1014.	
	CITY PARKS		
	ENGINEERING		
	FINANCE FIRE DEPARTMENT		
	GIS MAPPING		
	HOSPITALITY FEE HUMAN RESOURCES		
	HUMAN RESOURCES MYRTLE'S MARKET		
	PLANNING DEPARTMENT		
	POLICE DEPARTMENT PROPERTY MAINTENANCE		
	PUBLIC INFORMATION OFFICER		
	RECREATION DIVISON		
	RESIDENTIAL COMMERCIAL PERMITS SEWER		
	SIGNAGE		
	SOLID WASTE		
	STREETS TRAFFIC ENGINEERING		
	TRAIN DEPOT		
	UTILITY BILLING WATER SEWER		
	UTILITY CONSTRUCTION WATER		
	WHISPERING PINES GOLF		



And we cross-promote the website and other formal request processes. We use all of the platforms to alert the public about ways they can get information back to the city.

Formal feedback is not a frequent as informal feedback.



Myrtle Beach City Government Published by Mark Kruea (?)

Speed humps, anyone? Myrtle Beach's new petition process can answer that question....

Do you think your neighbors would welcome spehumps to address traffic concerns? How about a raised table intersection? You can ask them as pr of a relatively new petition process to determine whether neighborhood support exists for any infrastructure improvements that you might want i to to consider.

The City of Myrtle Beach recently created an Infrastructure Project Request page to help you and our staff – find the answer to the speed hum question and others.

From time to time, citizens initiate requests for specific neighborhood improvements to infrastructure – the bricks-and-mortar sort of thin These may include new sidewalks, stormwater system improvements and, as suggested above new traffic canning devices.

Do your neighbors support the idea? That's really the first step. If your neighborhood wants to reques a change, please visit https:// www.cityofmyrtlebeach.com/_want_to/apply_for/ infrastructure project request.php.

The city provides a uniform policy for reviewing such requests to determine the level of support each request has within the neighborhood. City staff then review each request with professional engineering standards and practices in mind to determine the resolution's possible success.

If the engineering standards agree, and the funding is available or can be identified, the request will go to



For hurricanes, we track incoming public reports (and staff reports) about road conditions, problem areas, power outages, downed trees, flooding, etc. This is the tracking screen from Hurricane Florence. We did a Facebook post about it.



Myrtle Beach City Government Published by Mark Kruea [?] Page Liked - September 14, 2018 - 🚱

Everyone wants to know about re-entry into Myrtle Beach and the Grand Strand. And the answer is... We don't know yet, but it should be fairly quick.

First, the storm isn't over (as we write this at 7:15 p.m. on Friday, September 14). Florence is a tropical storm, but maximum winds are still near 70 miles per hour, rainfall is heavy, and the storm is moving at just three miles per hour to the west. We will be in these conditions overnight, at least.

If all goes well, Myrtle Beach city crews will be able to get out at first light and assess the damage. As you can see from the attached Damage Tracking Map, we've had 60 reports of damage already. They include downed trees, power lines down, traffic signals not working, debris in the road and a few flooded roadways.

Our goal is to make things safe for re-entry, so that people can return to homes and businesses as quickly as possible. That may take a day, or two? We wont know until we see. Plus, the Governor's Office has to lift the evacuation order. Even when that occurs, it's possible that some damaged areas may remain of limits.

Thanks to everyone for understanding. We want to back home as quickly as possible, too. But first, Florence has to leave.

To see the map of safety concerns that have been reported in the City of Myrtle Beach, visit https:// comb.maps.arcgis.com/apps/view/index.html? appld=c4dc3823f8e344428bb7200a69c58a39.

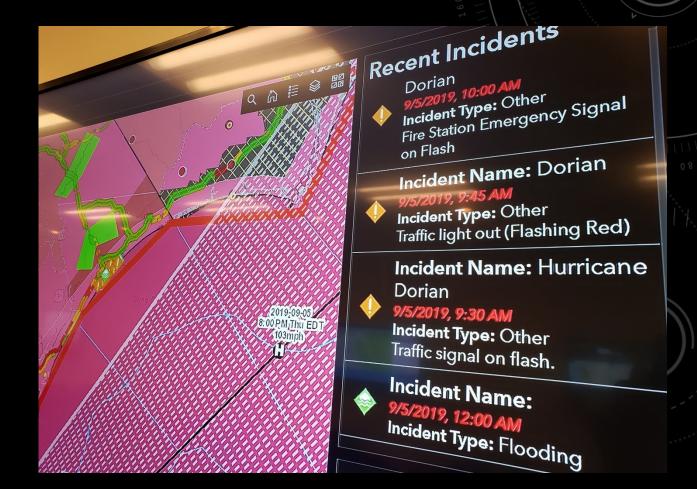
Myrtle Beach Police Department Myrtle Beach Fire Rescue American Red Cross-Coastal SC Myrtle Beach Brenda Bethune Mayor of Myrtle Beach Alan Clemmons

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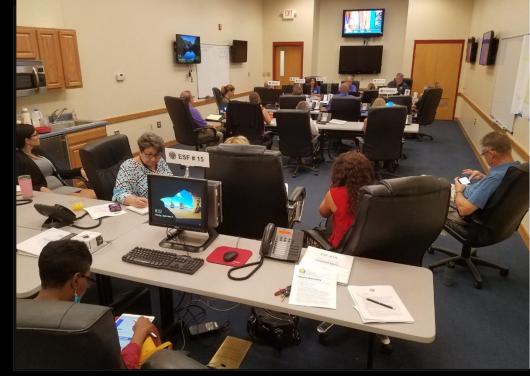


We've updated the tracking screen since Hurricane Florence. Here's the new version, used during Hurricane Dorian. It tracks when and where problems occur, as well as when they are resolved. This is active whenever the EOC is active, and we share it with the public to show proof of performance.





Everyone has a telephone and computer access in the EOC. Incoming reports of damage, flooding or other problems are posted on the tracking software. Again, we promote what's going on in the EOC so that the public is aware of the city's efforts.



Myrtle Beach City Governmen Published by Mark Kruea [?] · September 10, 2018 · O

Myrtle Beach prepares for Hurricane Florence; Municipal Court cancelled beginning Tuesday....

Here are updates on city preparations in advance of Hurricane Florence. Staff met at the Emergency Operations Center this moming to monitor the storn and continue response plans. Municpal Court will be cancelled beginning Tuesday. September 11. Tuesday's City Council meeting also has been cancelled. All City of Myrite Beach special events fo the upcoming week and weekend, including Native Sons' Salt Games, are cancelled. Public Works and Parks Division crews removed recycling containers from the beach this morning. Addition items will be removed tomorow, including the hanging flower baskets on Ocean Boulevard, which will be stored until after the storm. Stay tuned for further updates as Myrite Beach gets ready for Florence.

Myrtle Beach Police Department Myrtle Beach Fire Rescue Brenda Bethune Mayor of Myrtle Beach Alan Clemmons Horry County Emergency Management #MyrtleBeach #CityofMyrtleBeach #Florenc

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This photo of debris blocking a road came in via email, and we turned it into a Twitter and Facebook post about road conditions and safety in the hours immediately following Hurricane Dorian. Crews responded to this before daylight.

0:07 2,143 views

♀ 3 1, 37 ♡ 109





♀ 1 67 ♡ 127

City of Myrtle Beach @MyrtleBeachGov · Sep 5

City offices will reopen at 10:00 a.m. tomorrow, Friday, September 6. Recreation facilities will also open at 10:00 a.m. Chapin Memorial Library is located in Zone A, so the facility will reopen when the evacuation order is lifted by state officials. #MyrtleBeach



Ahead of Hurricane Florence, we lowered the level in Grand Park Lake, one of our regional detention ponds, so that it had additional capacity for the rain totals we were expecting. And it worked. The lake reached capacity, but it did not overflow.





It worked so well during Florence, that residents of the area asked via Facebook and email if we were going to lower the lake ahead of Hurricane Dorian, this fall. We had not planned to do so, but prompted by the request, we lowered the lake level again....





And it's a good thing we did. Myrtle Beach received seven inches of rain in less than three hours. As you can see, the lake quickly filled, but did not overflow. We weren't expecting that much rain from Dorian, but we were ready, thanks to public input and our responsiveness.





Telegraph your moves. The public does **not** like surprises. Let them know ahead of time where roadwork or other projects will exist. They will appreciate the advance notice, rather than becoming angry because they were caught unaware of a project or delay.



blished by Kaycey Leigh Hall Vrettos [?

A contractor will mill 62nd Avenue North today Thursday, May 30, and begin milling the Seagate Village area (Hummingbird Street, Hickory Circle and Hemlock Avenue) on Friday, May 31.

lessage boards will be in place in Seagate Villa to remind drivers that no on-street parking is available due to the resurfacing work. Ocala Stree and Mohawk Drive were paved vesterday. Here's a

 62nd Avenue North (17 Bypass to Kings Highway Kingswood Drive (76th to 79th Avenues North)

Driftwood Drive (76th to 79th Avenues North)

- Hummingbird Street (Mallard Lake Drive to

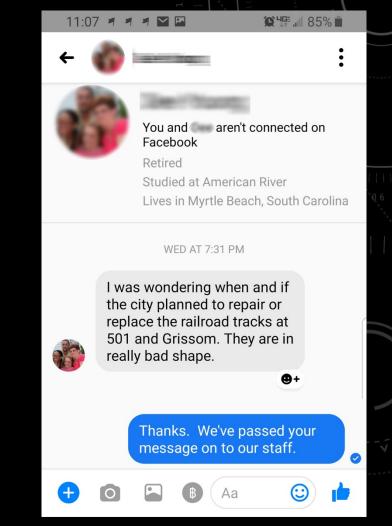
Hemlock Avenue (Mockingbird Avenue to Pampas

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FOR EMERGENCY ROADWAY MANAGEMENT

Be responsive, even if it's not your service area. This Facebook message was about a railroad crossing on a state-owned road. We relayed the concern to the South Carolina DOT, and the patch was completed with two weeks.





Share construction details in detail. Content is king. More information is better than less. Again, the public does not like to be surprised. This is the diagram for an SC DOT project on US 17.





Invite public input, even if it's not your project. This is announcement is for relocation of a two-block stretch of Main Street (US 501) in Myrtle Beach. Use all media to keep the public informed about upcoming plans and projects.





As part of the downtown master planning process, we shared information about traffic counts on major roads in the area.

It illustrates the "why" behind certain choices and is another reinforcement via social media that we really do want feedback about the proposals under consideration.





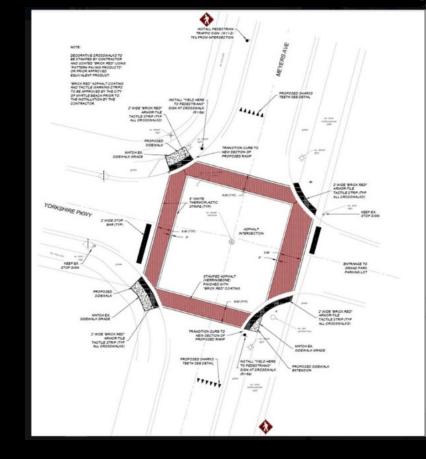
FOR EMERGENCY ROADWAY MANAGEMENT

We held several public input sessions to gather feedback about a proposed downtown master plan update, which included several road realignments. The consultants also met in small groups with area businesses, residents and other stakeholders. Advance notice is key.





This intersection project arose from feedback at several Neighborhood Watch meetings. Residents wanted better pedestrian safety and traffic calming devices. This diagram shows what was planned and why in response to the public's request for improvements.



Myrtle Beach City Government Published by Kaycey Leigh Hall Vrettos [?] · July 17 · 🛇

Pedestrian improvements set to begin at Meyers Avenue and Yorkshire Parkway intersection in Myrtle Beach...

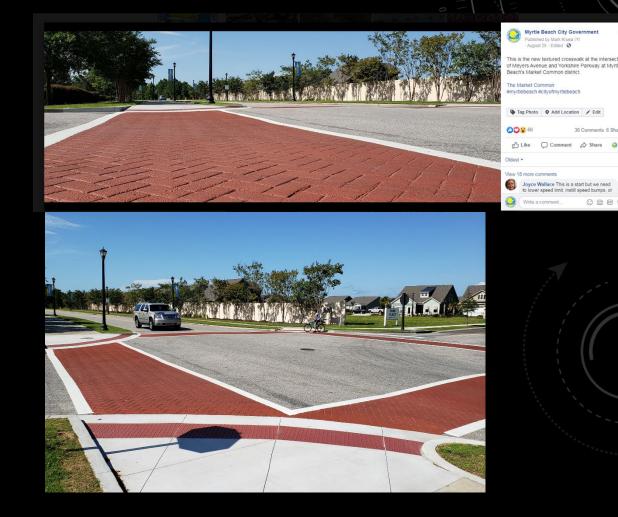
Beginning next week, a contractor will create ADAaccessible sidewall connections at the intersection of Meyers Avenue and Yorkshire Parkway. Then, in early August, work will begin on decorative brick red crosswalks, as shown in the attached illustration. The stamped asphat crosswalks will improve pedestrian safety in two ways. First, they will be more visible to motorists. Second, the stamped brick texture will provide an audible reminder to drivers about the pedestrian crossings. Signage and pavement markings will complete the improvements. Residents of nearby neighborhoods requested extra pedestrian safety alerts at this location.

#CityofMyrtleBeach #MyrtleBeach





And here's a view of the finished project, which we shared on social media. This fits into the "proof of performance" goal – we said we were going to do it, and we did it.





Share the bad news, too. This is a water line break in a residential area. Sharing bad news boosts your credibility with the public and builds a reputation for your social media as a reliable source of information.





We talk about being "First in Service," and here's an example of that in action. Show proof-of-performance, both for staff actions and completed projects. Take the public with you throughout the process.

Susan Wood

Thank you Gentlemen! My mom was cut off while driving, and hit a curb trying to avoid an accident. We arrived just after and my daughter and I were in the process of getting the spair and jack out when these gentlemen from the CITY OF MYRTLE BEACH stopped and offered there assistance and we're a blessing! Thank you, Thank you, Thank you!



July 11 . C

Wood for sharing

Myrtle Beach works! A group of employees from the

helping hands to a lady who had a flat tire. In the picture you see Donald Alston Marvin Smalls

assistance to someone in need. The City of Myrtle

Beach is "First in Service." And thanks to Susar

Bernard Little and Chris Campbell providing

City of Myrtle Beach's Parks Division stopped to lend



City Council specifically requested an email address where the public could send information, requests and problems directly to them. We created a "dearcitycouncil" address to give the public easy access. Staff generally responds on behalf of Council for consistency.





For more information...

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