

## October 2019 - September 2020



# COMMUNICATING during a COVIDCANE



# Crisis

# **Communications**

**Community and Media Relations** managed crisis communications for District Chief Dwain Bradshaw's Funeral, the NAS Pensacola shooting and the COVID-19 pandemic – approximately 300 COVID-19 updates will have been provided by September 30 and Hurricane Sally.

# **CMR** Activities **Oct. 1 – Sept. 30**

County, City, Ascension Sacred Heart and Community Health Northwest Florida Partner to Open Drive-Through COVID-19 Testing Site

Wednesday March 18, 2020



View All County News Share This Page f Din

A Print

Escambia C

District Chief



Escambia County Mourns the Loss of Firefighter Killed on Duty Published Nov 06, 2019

Escambia County, the City of Pensacola and Community Health Northwest Florida have partnered to open a drive-through clinic at Brownsville Community Center, located at 3200 W. De Soto St.

HURRICANE PREPAREDNESS Read More 3-Know Your Know Your Know Your PLAN EMERGENCY Learn more at MANAGEMENT BeReadyEscambia.com Air Station Pensacola Weather Update from Escambia County **Emergency Management** s an instructor, so he taught Sunday August 23, 2020 ropical Storm Laura aid. "He was just a really good NEWS & INFORMATION ven/ well \* Escambia County Emergency Management continues to monitor the weather and has been on calls with the State of Florida Emergency Operations Center and the National Weather

Service. If Hurricane Marco and Tropical Storm Laura stay on their current paths toward Louisiana, Escambia County expects minor coastal flooding with a high risk of rip currents and high surf. There could be some beach erosion throughout the week. Wind speeds are not expected to warrant bridge closures.



e the late 1990s, but his experience expands beyond fire law enforcement and in the military, most recently in the uard. Bradshaw also served as a Department of Defense

> cambia County Fire Rescue e knowledge made him well-

> > strict Chief for the Beulah taught many classes years, and Williams said the

ent." Williams said

Read More







# Public Health Campaign Report



# MASK UP, Escambia!











### **Objective**

The purpose of this public health campaign was to educate younger adults in Escambia County about the importance of wearing masks to help prevent the spread of COVID-19.

## Campaign Dates July 3 – 31, 2020

## **Target Audience**

Adults 25 – 34 in the Escambia County area

## **Estimated Campaign Reach: 82%**





### **Tactics**

**Print Advertising** - Print advertising in several local newspapers.

**Radio** - Broadcast radio schedules across several location stations, plus streaming radio via Spotify and Real Women Radio.

**Television** - Broadcast TV schedules on WEAR, WFGX, WBQP and Cox Cable, and OTT/ Streaming TV buys.

Social Media Advertising - Video ads on Facebook and Instagram.

**Digital Display Advertising** - A cross-platform campaign deployed across all devices: desktop, tablet and smartphones.

Email Marketing - Email targeted to 138,841 Escambia County residents.

Outdoor Advertising - Digital billboards in 22 locations across Escambia County





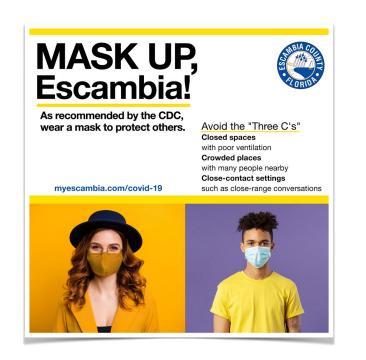


## **Print Advertising**

- Costa Latina
- InWeekly
- Island Times
- Pensacola News Journal

Total Number of Ads: 20

Reaching a combined circulation of 203,050 readers







## **Radio Advertising**

- iHeart Radio Streaming Radio
- Real Women Radio Streaming Radio
- Spotify Streaming Radio
- WJTQ Jet 100.7 FM WMEZ Soft Rock 94.1 FM
- WMXC Mix 99.9 FM
- WRGV The Beat 107.3 WRKH The Rocket 96.1 FM •
- WRNE 106.9 FM
- WRRX Magic 106.1 FM

• WTKX - TK101 FM

- WYCT Cat Country 98.7
  WXBM 102 7FM \*
  - \*WRNE 980AM
- WNRP News Radio 1620AM/92.3FM

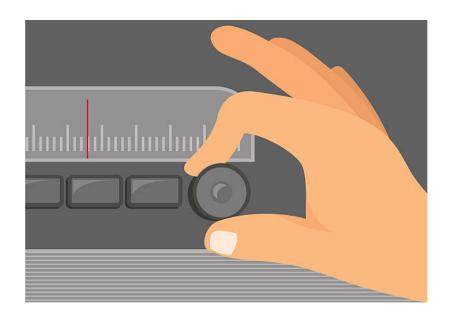
Total Broadcast Radio Spots: 1,338+ Streaming Radio Impressions: 249,218 Broadcast Radio Reach - 84.36% Streaming Radio Reach: 11,932 Broadcast Radio Frequency -

5.78 Streaming Radio Clicks: .11%, 268 clicks









### **Television Advertising**

**OTT Television - Streaming Television** 

- WEAR TV 3
- WBQP TV 12
- WFGX TV 35
- Cox Cable

Total Broadcast & Cable TV Spots: 1,196

Broadcast TV Reach: 77.19% Broadcast TV Frequency: 3.07

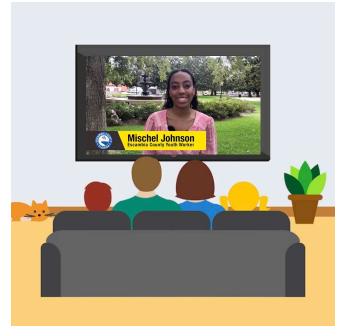
Cable TV Reach: 85% Cable TV Frequency: 12.47

**OTT Streaming TV Impressions: 292,085** 









### **Social Media Marketing**



Impressions: 527,277

Reach: 62,304 unique viewers

Frequency: 8.46

Click-Thru Rate: .65%

Clicks: 3,419





As recommended by the CDC, wear a mask to protect others.







116 Comments 39 Shares

117

**Escambia County Emergency Management** 

## **Digital Display Advertising**

**Digital Display Advertising** 

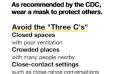
### **Native Advertising**

### **Email Marketing**

Digital Display Impressions - 1.4 Million + Native Advertising Impressions - 616,591 Clicks to myescambia.com – 6,888+

Email Marketing Views - 25,007 Clicks to myescambia.com – 3,613





### myescambia.com/covid19







As recommended by the CDC, wear a mask to protect others.

Avoid the "Three C's" Closed spaces with poor ventilation Crowded places with many people nearby Close-contact settings such as close-range



myescambia.com/covid19











## **Outdoor Advertising**

22 Digital Billboard Locations Across Escambia County

Outdoor Reach: 98.12% of adults 18+

**Outdoor Frequency: 19.2** 



As recommended by the CDC, wear a mask to protect others.



### MyEscambia.com/covid-19

# MASK UP, Second



As recommended by the CDC, wear a mask to protect others.

MyEscambia.com/covid-19









Tactics	Budget
Newspaper	\$13,098
Radio	\$52,000
Television	\$56,000
Social Media	\$7,000
Digital Advertising	\$23,752
Outdoor	\$26,400
Media Buying Fee	\$8,750
Mailings	\$33,577
Hand Sanitizer	\$15,221
Total	\$235,798









# **Don't Delay Health Care Campaign**

### pnj Pensacola News Journal April 23 at 11:00 AM · 🕥

🖬 Like Page

People experiencing trauma, chest pain, abdominal pain or stroke-like symptoms still need to seek emergency care.



PNJ.COM

Have an emergency? Don't avoid the ER during the pandemic, Pensacola hospitals stress







WEARTV.COM West Florida Hospital doctor says don't avoid hospital visits due to pandemic



### Don't delay the important care you need

Broken bones, signs of a heart attack or stroke, difficulty breathing or other life-threatening symptoms — don't delay when you or a loved one needs emergency care. Ascension Sacred Heart ER care teams are here with you, and we're making sure our hospitals and sites of care are safe and ready for you when you need us.

Find your nearest Ascension Sacred Heart ER at GetSacredHeartCare.com



Ascension Sacred Heart





NOW OFFERING VIRTUAL VISITS VIA

A safe place to receive care that can't wait

West Florida HEALTHCARE





# **Don't Delay Health Care Campaign**

## Radio with WRNE 980AM

Ads plus four 10-15 minute live radio interviews during the month of August.

Thursday, Aug 6 at 7:30 a.m. (Testing and Virtual Visits w/ CHNWF)

Wednesday, Aug 12 at 7:45 a.m. (Hurricane Preparedness/COVID-19 w/ Eric Gilmore

Thursday, Aug 20 at 7:30 a.m. (Testing and Virtual Visits w/ CHNWF & ECSD)

Wednesday, Aug 26 at 7:40 a.m. (Overall Preparedness and Awareness)











# Public Health Campaign Report



# MASK UP, Escambia!











## **Current COVID Webpage**

$\leftarrow$ $\rightarrow$ C $\triangle$ https://myescambia.com/covid-19	-information-for-escambia-county	CI Q G C= @ 📵 …
	f y in 🖸 🕜 Jobs Contact Search Q =	A
	Novel Coronavirus (COVID-19) County Preparedness Update      Exambia County continues to asy in daily contact with the Florids Department of Health in Escambia County, the lead agency, to     provide accurate information about the Coronavirus (COVID-19) to the public. Help us spread facts, not fear.     Learn more about vaccination information.     Learn more about vaccination. Information.     Learn the Escambia County COVID-19 Dashboard.	<b>Z</b>
	😋 Escambia County	

### Be calm. Be clean. Be healthy.

COVID-19 Information For Escambia County Citizens



The CDC has updated their guidelines for fully vaccinated individuals: It says if you are fully vaccinated against COVID-19, you can resume activities without wearing a mask or staying 6 feet apart, except where required by federal, state, local, tribal or territorial laws, incl. local business and workplace guidance.

• The Transportation Security Administration's mask mandate is in place through Sept. 13, 2021 on commercial flights, trains, buses, boats and in terminals.

Escambia County would like to remind the public that face masks are available at the following locations as part of the Mask Up, Escambia! public health campaign. The City of Pensacola Ordinance 15-20 requiring face coverings to be worn inside businesses within City of Pensacola limits expired on April 22, 2021, and is no longer in effect.

### Click here for the latest Florida Department of Health Public Health Advisory.

The Florida Department of Health Coronavirus Call Center is available 24 hours a day, 7 days a week at 1-866-779-6121 or you can email your questions to **COVID-19@flhealth.gov**. Visit **floridahealth.gov** for the most up-to-date resource for information and guidance regarding COVID-19 in Florida.

Total Cases in Escambia County **36557** Residents **1** Residents





## **CARES Act Website**

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Assistance Programs FAQ Contact

### Welcome to the Escambia County Cares Act Portal

The national COVID-19 pandemic has significantly impacted many residents of Escambia County and our business community. The Escambia County Board of County Commissioners is pleased to provide financial grant opportunities to eligible residents and small businesses. Grants are provided to:

· Residents and families who have been financially impacted;

Small businesses that have been forced to temporarily close and/or lost significant business
revenue

Learn More >

#### Escambia CARES Emergency Financial Assistance Grant Program Update

The Escambia CARES Emergency Financial Assistance Program has concluded. All Escambia Cares Emergency Financial Assistance Grant Program payments have been processed. You can check the status on the application portal of the online check register. Thank you!

#### As the program has reached its conclusion, Escambia County staff are no longer answering phone calls or returning emails about the grant program if you are checking your status.

The Escambia County Board of County Commissioners advised staff on Jan. 14, 2021 to reach out again to approximately 2,500 Family CARES Grant applicants who do not have complete information on their application. These are the applications that are in the status "Applications Under Review" in the **portal**.

The county would like to stress that staff will contact individuals who still need to submit additional paperwork. Please do not email or call the county to check on your status because staff needs to concentrate on processing, rather than call taking. Applicants will have two weeks after they are contacted by staff to submit the necessary operwork.

### Grant Programs

Escambia CARES Rent & Mortgage Assistance Grant Program

View Check Register







# Hurricane Sally Public Information

- 18 Press Conferences
- 50 Written News Releases
- 643 Social Media Posts
   (As of Sept. 30, 2020)

BeReadyEscambia @bereadyesca mbia

Sep 16

12am Hurricane #Sally Update - Sally unfortunately continues to strengthen and winds are now at 100mph.



BeReadyEscambia @bereadyesca mbia Sep 16

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Sending love to all of those along the Gulf Coast affected by Sally 💙 Stay safe...









Have a question about where to get a tarp or a meal?

Call the Escambia County Citizen Information Line at

850-471-6600





## **Hurricane Sally**

BeReadyEscambia @bereadyesca mbia

Sep 16

Escambia County officials are working to assess flooding and damage from Hurricane Sally. Everyone is encouraged to continue to shelter in place for as long as it remains safe to do so. Roadways are likely not safe for travel

♠ 🔁 ▼ 31 ♥ 99 🖪 ▼

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### BeReadyEscambia @bereadyesca mbia

Sep 16

Hurricane #Sally officially made landfall around 445am as a Category 2 Hurricane.

NWS Mobile @NWSMobile 5am - Hurricane #Sally officially made landfall around 445am as a Category 2 Hurricane. Sally continues to pummel the coast this morning. PLEASE...

Read more



### Escambia County Emergency Management Published by Grayson Sheets [?] · September 18 · ③

I Please be aware that the Escambia County Animal Shelter is NOT taking donations. THIS IS A SCAM. Wr There have been several reports of fake animal rescue organizations claiming to have been called to Pensacola and are collecting donations to support their efforts. •• We encourage people NOT to donate to these organizations! We have requested and received all of the assistance we need from the Humane Society of the United States. ■ If you hear of a scam or someone approaches you, call the authonities! WeAreEscambia





Vegetative Debris Drop-Off Sites

- 1. Oak Grove Landfill
- 2. Escambia County
- Equestrian Center
- 3. John R. Jones
- Athletic Complex
- 4. Brent Athletic Park 5. Lexington Terrace 6. Baars Field

7. Park East

•••





### 1,156,996 Cubic Yard of Debris Collected (Equal to 181 football fields at three feet high)

## Keep Debris Separated

## Keep storm drains and utilities clear of debris.

Construction and demolition debris should go to Perdido Landfill or Oak Grove Landfill

Help your neighbor #WeareEscambia #EscambiaServes

#### Escambia County Emergency Management Published by Grayson Sheets (?) · September 17 · ③

I e Many roadways into neighborhoods are still blocked from trees, power poles and other debris. Citizens are encouraged to be paisent as crews work to termore debris. Citizens who are using chainsaws are encouraged to use personal protective equipment (PPE) and practice safety. Aways have somene working with you and never portaret chansaws also ne. & #7.6% injuites are to the arms, hands and legs due to not properly operating a chainsaw.



Escambia County Emergency Management Published by Hootsuite (?) · 3d · 🚱

The Citizen Information Line is available 8 a.m to 5 p.m. for residents to call with questions or concerns at: (850) 471-6600. #HurricaneSally #CARES



	2,855 People Reached	73 Engagements	Boost Post	
	a contraction and a second	- 3 - 3		