

TEXAS CITIZEN PLANNER PROGRAM

TASK 4, DELIVERABLE 2 DRAFT FINAL REPORT

MARCH 19, 2020

CMP GRANTS PROGRAM
GRANT CYCLE #23



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Texas A&M AgriLife Extension Service
Agreement No. 19-050-000-B084

TEXAS A&M
AGRI LIFE
EXTENSION



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TEXAS CITIZEN PLANNER PROGRAM

TASK 4, DELIVERABLE 2 DRAFT FINAL REPORT

OVERVIEW

A DRAFT Final Report was requested for Task 4 Deliverable 2 for GLO Contract No. 19-050-000-B084, Texas Citizen Planner, Local Coastal Planning in the wake of Hurricane Harvey. Texas Community Watershed Partners (TCWP), a program of Texas A&M AgriLife Extension Service, delivered a specialty course curriculum in three localities along the Texas Gulf Coast, one in La Marque, one in Rockport, and one in Brownsville. The courses were followed by a half-day, hands on planning clinic (Day 02 of the event). Presentations were delivered by experts and leaders in their field who shared first-person perspectives and case study examples. Content from these in-person courses was integrated into an online learning platform.

HIGHLIGHTS

- 3 live events in the coastal zone
- 75 local stakeholders in attendance
- 11 state and federal agency partners in attendance
- 10 instructors in attendance
- 1 online course developed

CITIZEN PLANNER PROGRAM OVERVIEW

Citizen Planner is a training and education service targeted specifically to locally elected and appointed officials. The goal is to help local officials be better informed as they lead efforts in their communities and engage other experts. This means providing local officials with an understanding of the legal and procedural context of municipal planning and development, along with knowledge about physical hazards and approaches for mitigating risk. The program seeks to integrate multiple concepts into a coherent and broad-based educational curriculum administered as a course. Instructors from a range of work areas and professional strengths are recruited for each class. Courses are supported with supplemental reading materials and handouts. Upon successful completion of the course, students are certified as ‘Citizen Planners.’

TRAINING OBJECTIVES

- Learn about planning concepts to reduce risk
- Hear concrete examples
- Hear directly from experts in their field
- Apply learned concepts in class
- Network with peers and instructors
- Part of an ongoing group of trained Citizen Planners
- Connect with other training and planning resources

ADVISORY GROUP

A Citizen Planning Advisory Group was convened to identify pathways for student outreach, priority curriculum topics, and prospective instructors. A video conference on January 23, 2019 included individuals from universities, agencies, private consulting, and municipal government. During the meeting, topics of discussion included: a review of post course survey results from the 2017 offerings, a comparison of the 2017 curriculum outline and the proposed course structure, course logistics, and local officials recruitment (students). Recommendations were recorded and reviewed during program planning activities. Email was used as the primary method of contact for program next steps. Advisors were emailed calendar updates, event announcements, and the student newsletter for access to program updates and the ability to share information with additional stakeholders.

- Matthew Festa, Rice Kinder Institute for Urban Research, South Texas College of Law Houston, Professor of Law
- Dustin Henry City of Galveston, Coastal Resource Manager and Urban Planner
- Hank Lawson Texas A&M Engineering Extension, National Emergency Response and Recovery Training Center, Director
- Justin McBride, FEMA, Recovery Support and Community Assistance Group
- Earthea Nance, Texas Southern University, Dept. of Urban Planning and Environmental Policy and Department. of Political Science, Professor
- Amanda Torres, City of Rockport, Community Planner
- Debbie Vascik, Cahoon Consulting, President



Figure 1. Citizen Planner student outreach graphic.

PROJECT TEAM

Steven Mikulencak, Texas A&M AgriLife Extension Service, PI

Celina Gauthier Lowry, Texas A&M AgriLife Extension Service, Lead Support

Madeline Jones, Texas A&M AgriLife Extension Service, Project Support

With support as needed from Amanda Ashcroft, Matteo Bergamini, Julie Cain, Yu Wen Chou, John Jacob, Valeria Keese, Timothy Little, Md Yousuf Reja, and Mario Reyna.

PROGRAM NEED

The Citizen Planner training program increases local and regional capacity for incorporating risk-wise principles into local decision making processes. Because over half of the built environment of 2040 has yet to be built, by increasing awareness amongst local officials about hazards and how specific incentives and ordinances can mitigate these hazards, we will enable the emergence of much more resilient communities. In addition, a cadre of trained local officials will form a powerful network of mentors for future officials.

Land use decisions made at the local level are increasing in complexity. It is important for decision makers to have a greater awareness of their roles and responsibilities when it comes to making land use determinations. Better decisions now will ensure protection of natural resources, better management of the floodplain, and more livable and resilient communities. This training program provides useful tools and education for positive land use decisions. Participants have the opportunity to develop relationships with their peers in neighboring communities and work together to face future land use challenges through a coordinated effort. Trained Citizen Planner graduates improve their knowledge and should be able to resolve situations with best practices and feasible approaches. This forward-looking training will continue to result in decision makers who are better equipped for handling community growth. Participants learn planning principles and apply them in the form of diverse housing, walkable neighborhoods, transportation choices, better land use mixes.

SATISFACTION SURVEYS

Satisfaction surveys (program evaluations) were provided to participants on both days of the event. Survey questions were different for each day of the event based on the event format.

SPECIALTY COURSE (DAY 01) SUMMARY

53 of the 75 registrants completed satisfaction surveys. Most participants rated the course as excellent and believe land use decision making in their jurisdiction will improve as a result of their participation in the program. 98% indicated this course has improved their understanding of planning concepts in their community and 86% indicated a foreseen improvement to risk management practices reducing local litigation and liability as a result of their participation.

DAY 01 SELECTED OPEN ENDED RESPONSES

[Most useful to me]

- “Law – about how to implement”
- “Emergency management overview, windstorm info”
- “Urban planning”
- “Tools and strategies for hazards”
- “Contacts that were present”
- ”Insurance issues. I’m new to the coast”
- “Identification of best practices related to green infrastructure/low impact development”
- “Insurance presentations are important. Information would be useful for residents”
- “Strategic Planning. Risk Mitigation.”
- “Overall info pertaining to city”
- “Green resiliency information from Katie Coyne as we are working on comprehensive plans; like design ideas”
- “Dr. Nance's explanation and discussion on risk and vulnerability analysis. Mrs. Coyne's approach on accomplishing goals by understanding the overlap/integration of human behavior/human systems and environmental systems was wonderful --> clearly articulated methods for overcoming universal community planning issues.”
- “All course content”
- “Green/gray infrastructure redevelopment”

[Other Comments]

- “Excellent presentations!”
- “Very informative
- “Presentation materials were very helpful and organized. Program overall was organized and informative.”

PLANNING CLINIC (DAY 02) SUMMARY

38 of the 58 registrants who attended Day 02 completed satisfaction surveys. 95% learned something they could apply to their work or future decisions.

DAY 02 SELECTED OPEN ENDED RESPONSES

[Most useful to me]

- “The use of CHARM program gave a new perspective on planning new development and the risk involved potentially”
- “Different populations or people living in certain area and the effect it has on them.”
- “Working in the software and in the group.”
- “Legal discussion. Land use. Real world practical knowledge”
- “All of it was useful and valuable”
- “Steven’s perspective knowledge and passion for the subject matter was very motivating.”
- “Data provided by the software.”
- “Exploration of layers of information and how affected by different decisions”
- “Ability to utilize tech to facilitate engagement”
- “Hands on and using the knowledge was amazing”
- “Discussion on “Green” and CHARM”
- “Seeing the model from each table was interesting, multiple perspectives”
- “Networking around the CHARM map”
- “Everything was very helpful”
- “Redevelopment exercise”
- “Discussion in groups/sharing info/learning from each other’s city facts”

[Other Comments]

- “I enjoyed every aspect of this workshop.”
- “More information than I dreamed of”
- “Hands on use of local city data was effective and engaging”
- “Great overall program!”
- “I want this program and equipment”
- “See y’all soon in El Paso”
- “Loved it”
- “Opened up ideas”
- “Great source of information and tools”
- “Unlikely partnerships & collaboration.”
- “The workshop was most useful because we had a group from our community so we could coordinate and converse in a fact-supported environment. It sparked great ideas. Had I been here by myself, I don’t know if it would have been as beneficial.
- “Need this workshop for the county”
- “I really liked this workshop, I would not change anything about it”

SCHEDULE AND LOCATIONS

JUNE 04-05, 2019

PLANNING CLINIC – COMMUNITY PLANNING AND HAZARDS
LA MARQUE, TEXAS

Galveston County Extension Office
4102-B Main Street (Carbide Park)
La Marque, TX 77568
Classroom 1

JUNE 27-28, 2019

PLANNING CLINIC – COMMUNITY PLANNING AND HAZARDS
ROCKPORT AND BROWNSVILLE, TEXAS (SIMULCAST ON DAY 01)

Rockport Service Center
2751 Highway 35 North Bypass
Rockport, TX 78382
Training Room

Brownsville City Hall
1001 E Elizabeth Street
Brownsville, TX 78520
4th Floor HR Training Room

STUDENT OUTREACH

Flyers and other publicity materials were developed for program events. A comprehensive contact database was compiled for publicity to prospective program registrants within the coastal zone boundary. The contact list included, Citizen Planner rsyvs, attendees and local outreach contacts for previous Citizen Planner events, and local elected officials and staff from communities within Aransas, Brazoria, Calhoun, Cameron, Chambers, Fort Bend, Galveston, Harris, Hidalgo, Jefferson, Kenedy, Kleberg, Liberty, Matagorda, Maverick, Montgomery, Nueces, Orange, Refugio, San Patricio, Webb, Wharton, and Willacy counties. The contact list contains >1,200 unique email addresses and was updated after every course announcement as undeliverable emails were received and new contacts were identified. While this list of contacts is not limited to the Texas coastal zone, it does not contain contacts from every Texas county. TCWP did not outreach directly to communities outside the coastal zone boundary unless they were on an existing outreach list or heard of the 2019 events through project partner announcements.

SPECIALTY COURSE – COMMUNITY PLANNING FOR HAZARDS

In June of 2019, three events were held to deliver information on planning in the coastal zone, one in La Marque, one in Rockport, and one in Brownsville. Participants came together to learn how they can make local laws, plans and ordinances work together to create a resilient coastal community. A save-the-date announcement was formatted as an 8.5”x 11” for student outreach (Figure 2) followed by individual event announcements for each location when event details were finalized (Figure 3). Outreach flyers were distributed via email to project partners, advisory committee members, local officials and staff within the region of each event, and former Citizen Planner participants. In-person delivery of flyers to local stakeholders occurred in nineteen municipalities between April and June of 2019.



Figure 2. Save the date announcement used for student outreach.



Figure 3. Event announcement used for student outreach in Cameron and Willacy counties.

Table 1 lists the subject line and date for each Community Planning for Hazards event announcement email sent to the comprehensive contact list of local officials and staff in the region surrounding each event location. The average number of addresses included for each of the emails sent to the Houston-Galveston, Coastal Bend/South Texas regions was 760 and 552, respectively.

Table 1. Outreach emails to area officials and staff, including surrounding counties.

SUBJECT LINE	EVENT LOCATION	DATE
Training for Local Officials, Texas Citizen Planner	La Marque, Rockport, and Brownsville	Apr. 17 and May 3, 6, and 8, 2019*
Registration Open. Texas Citizen Planner for Local Officials: Planning and Hazards	La Marque	May 13, 2019
Top 3 Reasons to Register for Texas Citizen Planner in La Marque	La Marque	May 21, 2019
Registration Open. Texas Citizen Planner for Local Officials: Planning and Hazards	Rockport and Brownsville	May 21, 2019
Texas A&M Training: Hazards and Planning	La Marque	May 29, 2019
Top 3 Reasons to Register for Texas A&M's Texas Citizen Planner Program	Rockport and Brownsville	June 18, 2019

*The initial outreach email was sent to communities by county on separate days.

STUDENT NEWSLETTER

Student newsletters were sent via email to the course roster, venue contacts, instructors, and the TCWP planning team prior to class offerings using MailChimp. Newsletters typically include event details, a registration link for upcoming offerings, funding opportunities, related training opportunities, and other information (Figure 4). Table 2 lists the subject line and date for each student newsletter. The average number of addresses included for each of the four newsletters was 96. Previous issues of the Citizen Planner newsletter, included in the table below, can be viewed online:

<https://us17.campaign-archive.com/home/?u=c519207d4b89a7aff9da28546&id=59fb07274a>

Table 2. Student newsletter emails.

SUBJECT LINE	DATE
Thank you for attending Community Planning and Hazards in Rockport/Brownsville	Aug. 19, 2019
Community Planning and Hazards. June 27-28 in Rockport/Brownsville	Jun. 25, 2019
Thank you for attending Community Planning and Hazards. June 4-5 in La Marque	Jun. 6, 2019
Community Planning and Hazards. June 4-5 in La Marque	Jun. 3, 2019

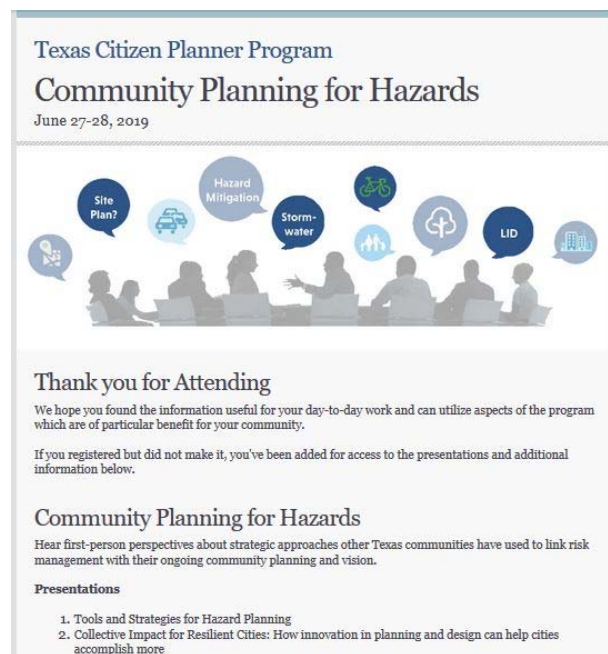


Figure 4. Texas Citizen Planner newsletter preview.

WEBSITE

The Citizen Planner website, <https://citizenplanner.tamu.edu/>, is updated on an ongoing basis to inform target audiences about the program (Figure 5). Publicity materials were added prior to each course.



Figure 5. Texas Citizen Planner website.

SPECIALTY COURSE (DAY 01)

Texas Citizen Planner is an innovative program for community leaders to learn about integrating community hazard mitigation approaches with local planning practices. Specialty courses are multi-class curriculums focusing on coastal hazards, flooding, and stormwater management, with respect to municipal planning and local regulatory authority. Each course covers broad topical areas important for hazard mitigation and plan integration.

Three Specialty Courses were held in June 2019: (1) June 04, 2019 in La Marque (2) June 27, 2019 in Rockport (3) June 27, 2019 in Brownsville. Photos from each event are included in Table 3.

Table 3. Specialty Course event photos.

LA MARQUE	ROCKPORT	BROWNSVILLE
June 04, 2019	June 27, 2019	June 27, 2019
		

The Rockport and Brownsville events were held as a simulcast using Webex. Figure 6 includes a photo of the simulcast view from the Brownsville event. Video and audio equipment was tested in advance of each live-course instruction at the confirmed venue location where possible. Agendas are included in Appendix A. The course synopsis, containing a biography for each instructor, is included in Appendix B.



Figure 6. Simulcast view from Brownsville during partner presentations in Rockport.

COURSE DESCRIPTION

The art of good planning is about injecting long-term considerations into near-term actions. Communities that integrate hazard mitigation principals and factor in long-term risks into their existing plans stand to make their communities more resilient and less prone to disasters. Local elected officials and municipal staff are invited to learn about the connections between good planning, hazard mitigation, and environmental stewardship through first-person perspectives and case study examples.

INSTRUCTORS – LA MARQUE, TX

Earthea Nance, PhD, PE, CFM
Associate Professor, Department of Urban Planning & Environmental Policy
Texas Southern University
Presentation title: Tools and Strategies for Hazard Planning

Matt Festa, JD
Professor of Law
South Texas College of Law Houston
Presentation title: Legal Foundations of Community Planning

David Jackson, CEM
State Hazard Mitigation Officer, Mitigation Section Administrator
Texas Division of Emergency Management, Texas Department of Public Safety
Presentation title: Planning for Community Resilience through Hazard Mitigation

Michael Babin
Education/Oversight Specialist
Windstorm Inspection Program, Texas Department of Insurance
Presentation title: Texas Department of Insurance – Windstorm Inspection Program

INSTRUCTORS – ROCKPORT AND BROWNSVILLE, TEXAS (SIMULCAST)

Earthea Nance, PhD, PE, CFM
Associate Professor, Department of Urban Planning & Environmental Policy
Texas Southern University
Presentation title: Tools and Strategies for Hazard Planning

Katie Coyne, AICP, Certified Ecologist – Ecological Society of America, SITES AP
Urban Ecologist
Asakura Robinson
Presentation title: Collective Impact for Resilient Cities: How innovation in planning and design can help cities accomplish more

David Jackson, CEM
State Hazard Mitigation Officer, Mitigation Section Administrator
Texas Division of Emergency Management, Texas Department of Public Safety
Presentation title: Planning for Community Resilience through Hazard Mitigation

Lt. David Taylor
Texas Department of Insurance – Fraud Unit
Presentation title: A Better understanding of Insurance Coverage, Rebuilding Standards and How to Detect Potential Fraud

Douglas Klopfenstein
Education and Oversight Specialist
Regulatory Policy Division/Windstorm Inspection Program, Texas Department of Insurance
Presentation title: A Better understanding of Insurance Coverage, Rebuilding Standards and How to Detect Potential Fraud

Manuel. D. Villarreal

Texas Windstorm Insurance Association Ombudsman

Presentation title: A Better understanding of Insurance Coverage, Rebuilding Standards and How to Detect Potential Fraud

Presentations are available for download online: <https://citizenplanner.tamu.edu/curriculum-archive/>

PARTNER PRESENTATIONS

The lunch agenda included presentations by several state and federal partner agencies (Figure 7). All partners were invited to host a table (Figure 8) for their organization at each of the events. Partner agencies included the Texas A&M University Texas Rural Leadership Program, Texas General Land Office, Texas Division of Emergency Management, FEMA Integrated Recovery Coordination, Texas Department of Insurance, Texas Sea Grant, Texas Windstorm Association, and Greater Houston Area Flood Consortium.



Figure 7. Texas General Land Office, CDBG Mitigation Funding presentation in Brownsville.



Figure 8. View of partner tables during break time in Brownsville.

PROGRAM EVALUATION HIGHLIGHTS

- Program evaluations were completed by 53 of the 75 local stakeholders in attendance.
- Most of the participants rated the course as excellent and believe land use decision making in their jurisdiction will improve as a result of their participation
- 98% indicated this course has improved their understanding of planning concepts in their community
- 86% indicated a foreseen improvement to risk management practices reducing local litigation and liability as a result of their participation

A more thorough representation of student feedback is included in the Satisfaction Surveys section above.

PLANNING CLINIC (DAY 02)

Three Planning Clinics were held in June 2019: (1) June 05, 2019 in La Marque (2) June 28, 2019 in Rockport (3) June 28, 2019 in Brownsville. Planning Clinics were half day hands-on exercises where participants were presented with a hypothetical case study planning project and asked to address hazards, walkability, parks placement, etc. Each Clinic used the Community, Health and Resource Management (CHARM) model to do a coastal development scenario exercise designed to illustrate the connections between future growth, patterns of development, and coastal risks (Figure 9). The exercise provided a range of real time results emphasizing how local policies and practices can work together to protect critical facilities, property, and public safety from the impacts of coastal storms. Agendas are included in Appendix A of this report.

During the Clinic, a local officials and staff were divided among three CHARM tables at each of the three locations. Every table developed a map with different hypothetical scenarios for future growth. A total of nine unique CHARM maps were created, three at each location (La Marque, Rockport, and Brownsville). The diversity of each map indicates there are a variety of ideas on how the area could develop, with some scenarios reducing risk while others create it. For the whole-room debrief, the diversity of these maps fostered a robust discussion of risk and hazard mitigation. Color variations on the maps indicate different types of development, such as suburban, residential, mixed use, etc.



Figure 9. CHARM table at La Marque, Texas event.

CHARM EXERCISE MAPS AND MATERIALS

- CHARM Maps from Citizen Planner La Marque on June 5 - <https://citizenplanner.tamu.edu/curriculum-archive/#CHARMMapsLaMarque>
- CHARM Maps from Citizen Planner Rockport-Brownsville on June 28 – <https://citizenplanner.tamu.edu/curriculum-archive/#CHARMMapsRockport-Brownsville>
- The legend and scoresheet used during the exercise - https://citizenplanner.tamu.edu/files/2019/08/CHARM-Scoresheet-La-Marque_20190605.pdf

TABLE DEBRIEF

At the end of the mapping activity, AgriLife Extension staff engaged participants in a table debrief conversation. Each table discussed guiding hazard mitigation principals and priorities, hazard risk, and how communities can implement what they learned at the workshop on the ground level. Debrief questions and selected responses:

- What principals guide the development of your scenario?
 - Flood zones
 - Future growth
 - Environmental features and stormwater runoff
 - Lack of land
 - How our neighboring communities affect our needs
- What were the key takeaways that you gained from this exercise? Did you learn anything new?
 - Platform for helping collaborative decision-making
 - It helps to understand the future flood risk based on future growth
 - Knowledge is power
 - Using community planning as a future strategy
 - How we can write ordinances to help
 - How are communities are interconnected
 - See how land use can impact the future
 - Lack of awareness (social vulnerability)
 - Interpret the local knowledge
 - Anything new – inspired new thinking; better approaches for public engagement
 - Potential of tools
 - Nice to know the elevation and flood zones, having all the data to make sound decisions
 - Tools needed to do long-range planning
 - Using the data to identify a mitigation issue – an undersized culvert. Data was showing backup in to neighborhood. Thinking about ways to do open space and buyouts. Neighborhood on downstream side was protected. How to proceed with the two sides of the road. Recognizing market that needs to be addressed. Student housing around university area. Looking at infill in the neighborhoods
 - Learned about other ArcGIS add-ons such as CommunityViz and HAZUS
 - It will be very difficult to double the population in this study area
 - We can change and redevelop old areas. Our historic preservation officer is open to that strategy
 - The benefits from green space
- In the next 1-3 years what near term actions could help your community become more resilient?
 - Engage Council and Economic Development to think outside the box and about the future
 - Looking at the floodplain and critical facilities
 - Picking locations to reflect the impact of the floodplain
 - Recognizing that conservation can help with floodplain management
 - Raise freeboard (higher standards)
 - Public education
 - Grants by Grant Works or the Public Works department
 - Higher building standards
 - Long term plan
 - More GIS training
 - Less strip malls. Stop spreading out development, more infill. Promote redevelopment
 - We wouldn't be able to do these things with developers. We need to incorporate these practices in city ordinances and policy
 - Reducing the flood risk by updating pumps
 - Redevelop grey infrastructure
 - Green infrastructure

- Resaca – use them as stormwater retention and increase their capacity by dredging, these are the old tributaries of the Rio Grande
- What support does your community need to become more resilient?
 - Collaborative discussion
 - Maps like this, this extra information to see the big picture
 - Higher building standards
 - Emergency management tabletop plume model
 - Coastal barrier spine
 - Revenue

ROOM DEBRIEF

The last exercise of the day was a whole room debrief discussion. The room debrief, featured images of each table's completed maps and table representatives presented on different characteristics of their maps facilitated by AgriLife Extension staff (Figures 10 and 11).



Figure 10. Room debrief activity at the Rockport, Texas event.



Figure 11. Brownsville attendees visiting each of the tables for individual presentations.

CERTIFICATES OF COMPLETION

Certificates of Completion were distributed to Citizen Planner registrants who attended both Day 01 and Day 02 of the event. The certificate template, is included in Appendix C of this report.

EVENT OUTCOMES

STUDENT CHARACTERISTICS

The program registered 75 attendees, including elected local officials, planning commissioners, local planning staff, and private citizens. Several questions were asked during online registration to ensure answers from all participants. Participants were asked “Which of the following positions/occupations have you held – present or past?” More than one answer was accepted for this question. Figure 12 includes the proportion of registrants who identified with various positions/occupations within their community.

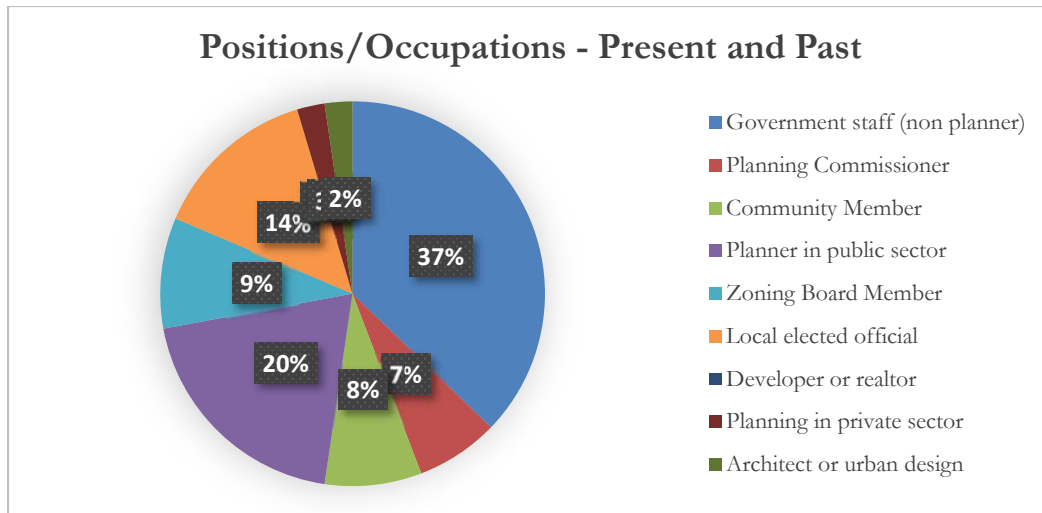


Figure 12. Positions/occupations selected by attendees during online registration.

The Registration breakdown for each event including community/organization and position title is included in Table 4 (duplicates were removed). Participants were also asked during registration, “Which of the following describes the population size for the community you work in?”. Survey results for the community population size for participants are included in Figure 13.

Table 4. Registration breakdown for each event. Duplicates were removed.

LOCATION	NO.	COMMUNITIES/ ORGANIZATIONS	TITLES
La Marque	21	City of Clear Lake Shores, City of Dickinson, City of Galveston, City of Hitchcock, City of Kemah, Kemah Fire Department, City of La Marque, City of Manvel, City of Surfside Beach, Galveston County, Galveston County Recovers, and Houston-Galveston Area Council.	Building Inspector, Building Official, City Administrator, City Administrator/Economic Development Director, Code Compliance Supervisor, Commissioner, Council Member, Councilman, Director of Community Services, Director Of Grant Administration, Director-Communications, HR, Special Projects, Fire Chief/EMC, Manager, Mayor, Planner, Planning Commissioner, Planning Manager, Vice-Chairman. Planning & Zoning Commission, and Volunteer Coordinator.
Rockport	33	Aransas County Navigation District, Aransas County Road & Bridge, City of Aransas, City of Aransas Pass, City of Ingleside, City of Port Aransas, City of Port Lavaca, City of Portland, City of Rockport, County of El Paso, El Paso County Planning & Development Dept., TAMUCC - Coastal Bend Business Innovation Center, TAMUCC - College of Business, TAMUCC Harte Institute for Gulf of Mexico Studies, Texas A&M AgriLife Extension Service, Texas Sea Grant, and Town of Refugio.	ANR County Extension Agent, Aransas County Coordinator, Assistant Planner & Developer, Associate Research Scientist, Building Official, Chairperson For Planning And Zoning Commission, City Council, City Council Member-Mayor Pro-Tem, City Planner, Civil Engineer, Code Enforcement, Commissioner, Community Planner, Councilmember, Development Services Coordinator, Director Of Entrepreneurship, Director Of Planning & Development, Director of Public Works & Development Services, Harbor Master, Mayor, Planning And Development, Planning And Zoning Commission, Planning Board, and Sr. Civil Engineer
Brownsville	24	Cameron County, Cameron County/UTRGV, City of Brownsville, City of Port Isabel, City of South Padre Island, City of Weslaco, Texas Sea Grant, Town of Bayview, and Willacy County.	Assistant Director, Building Official, City Engineer, City Engineer/Planning Director, Commissioner, Commissioner's Assistant, Community Watch Coordinator, County Building Code Inspector, County Engineer, Deputy Fire Chief, Director Of Estuary, Director Of Planning & Development, Downtown Coordinator, Environmental Coordinator, Fire Chief, GIS Coordinator, Historic Preservation Officer, Interim Shoreline Director, Planner, Planning Department, Planning Director, Planning Specialist, Public Health Director, Public Works Director, Senior Planner, and Zoning Coordinator

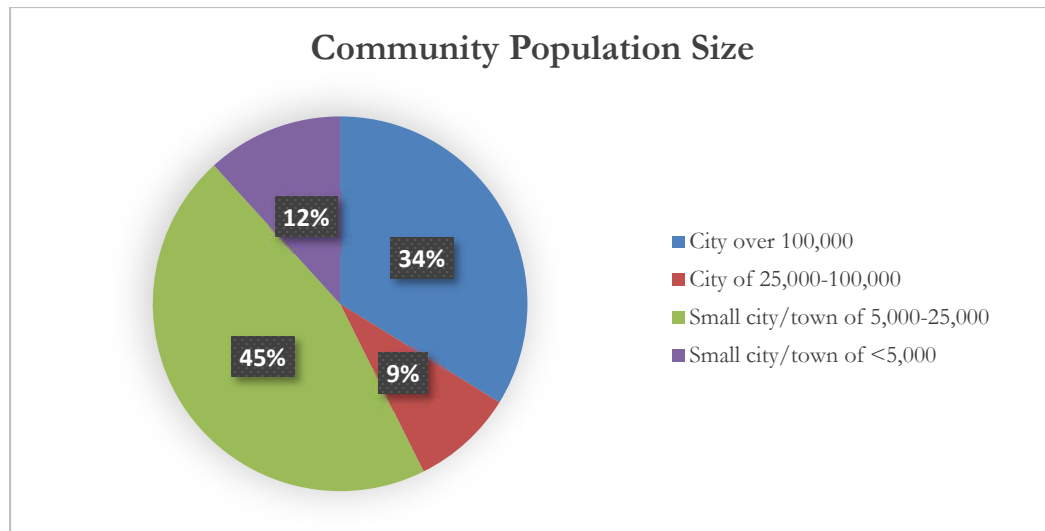


Figure 13. Community population size selected by attendees during online registration.

CLASS ADMINISTRATION

In June of 2019, three events were held to deliver information on planning in the coastal zone, one in La Marque, one in Rockport, and one in Brownsville. Participants came together to learn how they can make local laws, plans and ordinances work together to create a resilient coastal community. Day 01 consisted of a multi-class curriculum where leaders of various professional fields presented their first person perspectives and shared case study examples. A Planning Clinic was held on Day 02 of each event. Planning Clinics were half day hands-on exercises (Figure 14) where participants were presented with a hypothetical case study planning project and asked to address hazards, walkability, parks placement, etc. Each Clinic used the Community, Health and Resource Management (CHARM) model to do a coastal development scenario exercise designed to illustrate the connections between future growth, patterns of development, and coastal risks. The exercise provided a range of real time results emphasizing how local policies and practices can work together to protect critical facilities, property, and public safety from the impacts of coastal storms.



Figure 14. Planning Clinic exercise on Day 02 of the event in Rockport.

Each attendee was given a program binder with copies of all course presentations and supplemental reading materials (Figure 15).



Figure 15. Citizen Planner class materials.

Each event offered 8 Continuing Education Credits for Certified Floodplain Managers (CFM). More detail for the activities held on each day can be found in the Specialty Course and Planning Clinic sections of this report. The Agendas for both days are included in Appendix B and instructor bios are included in Appendix B. The Certificate template is included in Appendix C.

SOCIAL MEDIA SHOUTOUTS

Following the June events, several social media mentions were posted online via Facebook, LinkedIn and Twitter (Figure 16). Table 5 includes a list of social media posts about the Citizen Planner program.

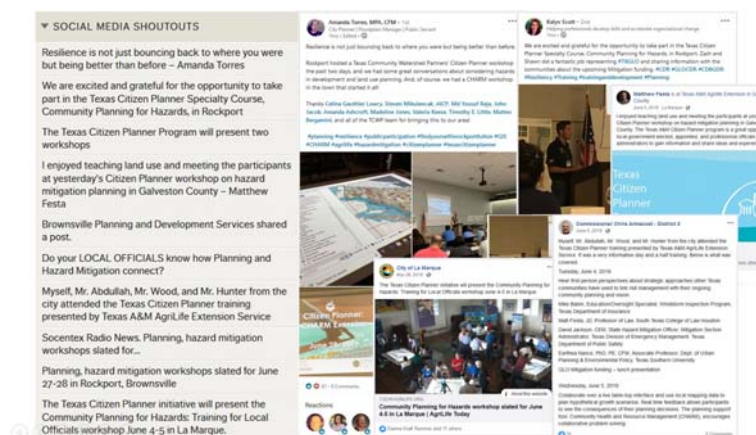


Figure 16. Social media post top 10 list and selected images.

Table 5. Social media mentions of the events hosted in June 2019.

SOCIAL MEDIA POSTS	WEBSITE	DATE
Resilience is not just bouncing back to where you were but being better than before - by Amanda Torres	LinkedIn	June 28, 2019
We are excited and grateful for the opportunity to take part in the Texas Citizen Planner Specialty Course, Community Planning for Hazards, in Rockport	LinkedIn	June 28, 2019
The Texas Citizen Planner Program will present two workshops	Twitter	June 13, 2019
I enjoyed teaching land use and meeting the participants at yesterday's Citizen Planner workshop on hazard mitigation planning in Galveston County - Matthew Festa	Facebook	June 5, 2019
Brownsville Planning and Development Services shared a post.	Facebook	June 3, 2019
Do your LOCAL OFFICIALS know how Planning and Hazard Mitigation connect?	Facebook	June 2, 2019
Myself, Mr. Abdullah, Mr. Wood, and Mr. Hunter from the city attended the Texas Citizen Planner training presented by Texas A&M AgriLife Extension Service	Facebook	June 2, 2019
Socentex Radio News. Planning, hazard mitigation workshops slated for...	Facebook	June 2, 2019
Planning, hazard mitigation workshops slated for June 27-28 in Rockport, Brownsville	Facebook	June 2, 2019
The Texas Citizen Planner initiative will present the Community Planning for Hazards: Training for Local Officials workshop June 4-5 in La Marque.	Facebook	May 28, 2019
The Texas Citizen Planner initiative will present the Community Planning for Hazards	LinkedIn	May 28, 2019
Brownsville Planning and Development Services added an event	Facebook	May 24, 2019
Shared Post - by Sam Collins	Facebook	May 14, 2019

ONLINE COURSE DEVELOPMENT

Content from the Community Planning for Hazards events in June 2019 was integrated into an online learning platform. Texas A&M AgriLife Communications (AgriLife Communications) staff in College Station was invaluable in capturing the presentations in a professional studio setting and converting the video and other learning materials into the online delivery platform.

ONLINE COURSE HIGHLIGHTS

- Title – Texas Citizen Planner: Community Planning for Hazards
- Registration URL - <https://agrilifelearn.tamu.edu/product?catalog=REPK-005>
- Presentations delivered by 3 experts and leaders in their field who share first-person perspectives and case study examples
- Speakers list – Earthea Nance, Ph.D., PE, CFM; Katie Coyne, AICP, Certified Ecologist – Ecological Society of America, SITES AP; David Jackson, CFM
- Approximately 3 hours and 21 minutes of video presentations + quizzes, supplemental reading items, and resource URLs
- Texas Citizen Planner program URL - <https://citizenplanner.tamu.edu/>

**Do your LOCAL OFFICIALS know
how Planning and Hazard Mitigation connect?**



Find out with
**TEXAS
CITIZEN
PLANNER
ONLINE.**

Registration
is open
to the public.
**REGISTER
TODAY!**

THIS COURSE WAS CREATED IN PARTNERSHIP WITH:





- Online Course
- 3 Speakers
- 3½ Hours of Video
- \$80 Registration

Community Planning for Hazards

City officials and staff are confronted every day with decisions that will impact their communities. **Give them the knowledge** to shape community development for the better.

This course addresses the **connections between good planning, hazard mitigation, and environmental stewardship** that every local official needs to know.

Planning topics and trends for a positive community vision and quality of life. **How** to use planning tools to improve development. **Best** planning practices for hazard mitigation and technical aspects of planning tools.

Tools and Strategies for Hazard Planning Earthea Nance, Ph.D., PE, CFM
Texas Southern University

Collective Impact for Resilient Cities Katie Coyne, AICP, SITES AP, Certified Ecologist-ESA
Asakura Robinson

Planning for Community Resilience Through Hazard Mitigation David Jackson, CFM
Texas Division of Emergency Management

Register at citizenplanner.tamu.edu/registration | For more information, visit citizenplanner.tamu.edu

This project is funded in part by a Texas Coastal Management Program Grant approved by the Texas Land Commissioner pursuant to National Oceanic and Atmospheric Administration Award No. NA18NO54190153

Figure 17. Announcement developed as a post-card size for student outreach (front and back).

VIDEO PRODUCTION

A professional videographer from AgriLife Communications recorded video footage and provided expertise in setup and camera operation for when recording in studio was not feasible. Presenters were expected to travel to College Station for a studio recording of their presentation. The videographer ensured good audio quality through correct microphone placement, monitoring volume levels and possible problems. He also performed video editing tasks. The final video product was comprised of several assets: footage shot with camera, photos, text, and presentation materials. Equipment and supplies gathered, rented, and/or purchased for live-events was utilized during the studio recording session for one instructor in Austin when she was unable to travel to College Station for her recording.

PRE PRODUCTION AND PRACTICE

Several meetings were facilitated with AgriLife Communications staff for concept development and logistics planning for the online course. The availability of the studio in College Station and the schedules of several individuals were coordinated to confirm each studio recording session. Presenters were provided with desired learning goals and the key points to cover within their material and a list of registered students. Several conference calls were held for instructors and facilitators to discuss event logistics and presentation topics prior to each live event and each studio recording session. The more comfortable the instructor, the more engaged the learner. Capturing the instructor's passion for the subject is also be more likely if they are comfortable.

DELIVERY

AgriLife Communications staff provided design direction for the online learning platform development and content delivery. Once the video was recorded and edited, it was made available to TCWP to develop course content. Each video was split into named sections and quiz questions as well as other interactions were drafted. Draft content was sent to the presenter (subject matter expert) for input before being delivered back to AgriLife Communications for incorporation into the course. Once content was available for review online, TCWP staff reviewed the content one final time and provided input to AgriLife Communications.

The last step was to make content available through a professionally designed course space that meets ADA compliance (Figure 18). A self-paced deployment model will allow start dates to vary by learner and no limits will be placed on class size. Online modules were designed to maximize independent learning and all interactions will occur online.

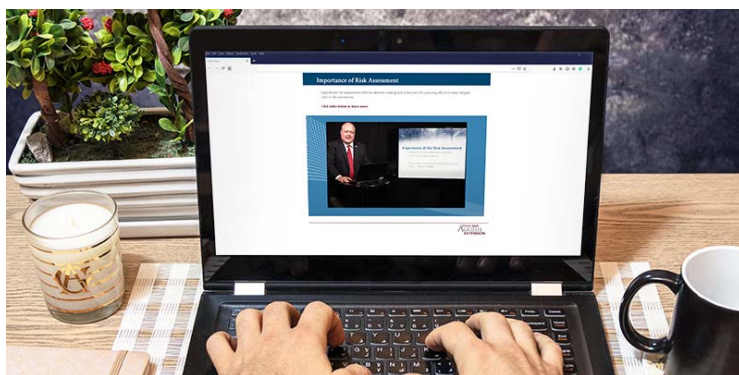


Figure 18. Citizen Planner online course screenshot accessed through the AgriLife Learn webpage.

CONTINUING EDUCATION CREDITS

Content and delivery of the Texas Citizen Planner: Community Planning for Hazards in-person and online course were evaluated against the requirements of two professional certifications:

- Texas Floodplain Management Association's (TFMA) Certified Floodplain Management (CFM) certification; and
- American Planning Association's (APA) American Institute of Certified Planners (AICP) certification

Review of the online course content included the instructional design, use of media, supplemental reading items, resource URLs and quiz questions.

CFM CREDITS THROUGH TFMA

Eight (8) TFMA CECs were awarded for each of the in-person events held in La Marque, Rockport, and Brownsville, Texas during June of 2019. We are aware of one City Engineer who claimed CECs associated with the event held in Brownsville and one Building Official who claimed CECs associated with the event held in La Marque. Three and one half (3.5) TFMA CECs were awarded for the Community Planning for Hazards online course.

AICP CREDITS THROUGH APA

AICP Certification Maintenance (CM) credits were not obtained for either the in-person or online course. As an approved AICP CM provider, Texas A&M AgriLife Extension Service must ensure that the events entered and published conform to CM policies. We determined both the in-person (single event) and the online course (on-demand education) to be non-CM eligible based on our target audience. In the APA CM Provider Toolkit, several target audiences are listed under non-CM eligible events. Education intended for a Non-Planner Public, Planning Commission, or Official audience is defined as more basic than at a professional level for a certified planner. Furthermore, CM eligibility criteria requires the event offer a professionally relevant learning experience for a planner with at least four years of experience after earning a master's degree.

NEXT STEPS

Program evaluation is integral to the success of any program. While the Texas Citizen Planner program was inceptioned in 2012, Michigan State University (MSU) Extension developed a Citizen Planner program in 2002 and the Master Citizen Planner initiative over 10 years ago. With over 5,000 trained local officials, the Michigan program is one of the leaders in the nation. The Texas Citizen Planner project team reviewed Michigan Citizen Planner's positive community impact goals before developing the Texas Citizen Planner program evaluation questions to gauge participant perceptions of their impact at the local level¹. With input from the advisory committee and feedback from students, the team will work to offer live events in cooperation with the online curriculum moving forward.

Texas Citizen Planner has engaged 158 local officials and staff from Texas communities. Student outreach for the online course will be ongoing as we facilitate new events and develop selected content into new online course modules. 23 instructors, representing private companies, universities, municipalities, as well as, regional and state agencies, have joined the Texas Citizen Planner program to present. The following focus areas on planning for natural hazards and resiliency will be considered: Principals of Sustainable Development (to include Smart Growth and Low Impact Development), Planning for Hazards and Mitigation Actions, Building Standard Considerations (including freeboard), The Value of Green or Ecological Infrastructure (wetlands, prairies, and other natural resource areas), and Retrofitting Suburbia.

Offering continuing education credits from professional organizations can increase enrollment. Specialty Course completion allowed for 8 Certified Floodplain Managers (CFM). The Community Planning for Hazards online course offers 3.5 CFM CECs. Future live and online course content will be evaluated for continuing education approval by the American Planning Association (APA) and the Texas Floodplain Management Association (TFMA). Continuing education credits from additional professional organizations will be reviewed.

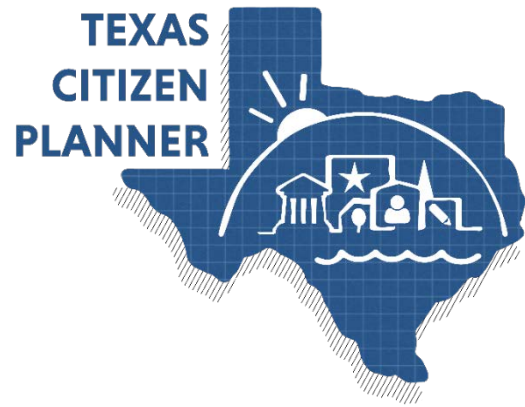
Partnerships with other local organizations with similar goals will be sought to reduce program costs by sharing resources. Potential partners include: V.G. Young Institute, Texas Municipal League for county officials, Texas American Planning Association, and Texas Floodplain Management Association.

It is our experience that a nominal charge for training events like this increase commitment to attend classes and follow through on online courses. Costs to administer online course modules will be lower than in-person offerings but outreach will remain necessary. As new online modules are added to the online curriculum, the Citizen Planner program will have developed a training portfolio for local officials that will be seen as a go-to resource around the state.

¹ Beyea, W., Menon, R., and Crawford, P. (2016). Transforming the Knowledge Gap for Local Planning Officials: Impacts of Continuing Education in a Master Citizen Planner Program. *Journal of Extension*, 54(6). Retrieved from <https://joe.org/joe/2016december/a3.php>

APPENDIX A: AGENDAS

Galveston County Extension Office
4102-B Main Street (Carbide Park)
La Marque, TX 77568



Agenda

Community Planning for Hazards June 4, 2019

- 8:30 Sign In
Light breakfast refreshments provided
- 9:00 Welcome and Introductions
Steven Mikulencak, AICP
Planning Program Lead, Texas Community Watershed Partners, Texas A&M AgriLife Extension
- 9:15 Tools and Strategies for Hazard Planning
Earthea Nance, PhD, PE, CFM
*Associate Professor, Department of Urban Planning & Environmental Policy
Texas Southern University*
- 10:35 Break
- 10:45 Legal Foundations of Community Planning
Matt Festa, JD
Professor of Law, South Texas College of Law Houston
- 12:05 Lunch
Boxed lunches
General Land Office, CDBG Mitigation Funding Presentation
- 12:50 Planning for Community Resilience Through Hazard Mitigation
David Jackson, CEM
*State Hazard Mitigation Officer, Mitigation Section Administrator
Texas Division of Emergency Management, Texas Department of Public Safety*
- 2:10 Break
- 2:20 Texas Department of Insurance – Windstorm Inspection Program
Michael Babin
Education/Oversight Specialist, Windstorm Inspection Program, Texas Department of Insurance
- 3:45 Networking
Please complete your day 1 evaluation



Texas A&M AgriLife Extension	9:00	Sign-in
Texas Citizen Planner	9:15	Introduction and Opening Remarks
La Marque, TX June 05, 2018	9:40	CHARM Exercise: Current Risks, Mitigation Strategies, & Scenario Planning Exercise
	11:40	Table Debrief
	12:00	Lunch and Room Debrief
	1:00	Adjourn

AGENDA

Rockport Service Center
2751 Highway 35 North Bypass, Rockport, TX 78382

Brownsville City Hall
1001 E Elizabeth Street, Brownsville, TX 78520



Agenda

Community Planning for Hazards

June 27, 2019

8:30 Sign In

9:00 Welcome and Introductions

Steven Mikulencak, AICP

Planning Program Lead, Texas Community Watershed Partners, Texas A&M AgriLife Extension

9:15 Tools and Strategies for Hazard Planning

Earthea Nance, PhD, PE, CFM

Associate Professor, Dept. of Urban Planning & Environmental Policy, Texas Southern University

10:35 Break

10:45 Collective Impact for Resilient Cities: How innovation in planning and design can help cities accomplish more

Katie Coyne, AICP, Certified Ecologist – Ecological Society of America, SITES AP

Urban Ecologist, Asakura Robinson

12:05 Lunch

Boxed lunches

General Land Office, CDBG Mitigation Funding Presentation

12:50 Planning for Community Resilience Through Hazard Mitigation

David Jackson, CEM

State Hazard Mitigation Officer, Mitigation Section Administrator, Texas Division of Emergency Management, Texas Department of Public Safety

2:10 Break

2:20 A Better Understanding of Insurance Coverage, Rebuilding Standards and
How to Detect Potential Fraud.

Lt. David Taylor

Texas Department of Insurance –Fraud Unit

Douglas Klopfenstein

Education and Oversight Specialist, Regulatory Policy Division/Windstorm Inspection Program,
Texas Department of Insurance

Manuel D. Villarreal

Texas Windstorm Insurance Association Ombudsman

3:45 Networking

Please complete your day 1 evaluation



Texas A&M AgriLife Extension	9:00	Sign-in
Texas Citizen Planner	9:15	Introduction and Opening Remarks
Rockport, TX Brownsville, TX June 28, 2018	9:40	CHARM Exercise: Current Risks, Mitigation Strategies, & Scenario Planning Exercise
	11:40	Table Debrief
	12:00	Lunch and Room Debrief
	1:00	Adjourn

AGENDA

APPENDIX B: COURSE SYNOPSIS

Texas Citizen Planner Specialty Course

Texas Citizen Planner is an innovative program for community leaders to learn about integrating community hazard mitigation approaches with local planning practices. Specialty courses are multi-class curriculums focusing on coastal hazards, flooding, and stormwater management, with respect to municipal planning and local regulatory authority. Each course covers broad topical areas important for hazard mitigation and plan integration.

Community Planning for Hazards on June 4, 2019

Galveston County Extension Office
4102-B Main Street (Carbide Park), La Marque, TX

The art of good planning is about injecting long-term considerations into near-term actions. Communities that integrate hazard mitigation principals and factor in long-term risks into their existing plans stand to make their communities more resilient and less prone to disasters. Local elected officials and municipal staff are invited to learn about the connections between good planning, hazard mitigation, and environmental stewardship through first-person perspectives and case study examples.

Instructor Bios

Earthea Nance, PhD, PE, CFM
Associate Professor
Department of Urban Planning & Environmental Policy, Political Science
Texas Southern University

Dr. Earthea Nance has been a registered professional civil engineer for 22 years and a certified floodplain manager for 10 years. She specializes in environmental hazards and water management in complex social settings, such as in vulnerable communities. Her most recent publications are Development Regulations (co-authored, 2019), Strategies for Flood Mitigation in Greater Houston 2 (contributing author, 2019), and KAPS: A Disaster Training Approach for High-Risk Communities (co-author, forthcoming). Dr. Nance directed the offices of hazard mitigation and environmental planning for the City of New Orleans after Hurricane Katrina, which under her direction produced the city's first sustainability action plan, its first FEMA-approved hazard mitigation plan, its first carbon report, and its first citizen guide to soil remediation. She presently serves on the Greater Houston Flood Mitigation Consortium and the City of Houston's Climate Action Advisory Board. Her past public service includes advising the Water Institute of the Gulf, the EPA Science Advisory Board, the EPA Board of Scientific Counselors, and the National Environmental Justice Advisory Council. Earthea teaches a variety of environmental courses and has mentored dozens of graduate students. Prior to joining Texas Southern University, she served on the urban planning faculty at the University of New Orleans, Massachusetts Institute of Technology, and Virginia Tech. Professor Nance received her doctorate degree from Stanford University.

Matthew J. Festa, JD
Professor of Law
South Texas College of Law Houston

Matt Festa teaches and researches in the areas of property law and land use, state & local government, and energy & environmental law. His scholarship focuses on the relation between property rights and public control in land use planning and government regulation; on the role of property rights in constitutional law and history; and on property and the rule of law in contemporary international affairs. Matt Festa is a fellow at the Rice University Kinder Institute for Urban Research, one of the nation's leading think tanks on local government issues. Professor Festa joined the South Texas faculty in 2007, after serving as a visiting assistant professor at the University of Georgia School of Law.

David Jackson, CEM
State Hazard Mitigation Officer, Mitigation Section Administrator
Texas Division of Emergency Management, Texas Department of Public Safety

Dave Jackson is the State Hazard Mitigation Officer for the Texas Division of Emergency Management. He is responsible for the management and operations of TDEM's hazard mitigation activities which include mitigation planning and mitigation grants programs. Prior to joining TDEM, Dave's experience includes working the critical infrastructure protection mission with the TXJCIC, and fifteen years with the State of Idaho in various assignments to include emergency planner, EOC Plans Section Chief, State Training & Exercise Officer, and State Hazard Mitigation Officer. Dave holds a B.S. in Emergency Administration and Disaster Planning from the University of North Texas and a M.A. in Homeland Security Studies from the Naval Postgraduate School.

Michael Babin
Education/Oversight Specialist
Windstorm Inspection Program, Texas Department of Insurance

Michael Babin has worked for the Texas Department Of Insurance Windstorm Inspection Group for almost 26 years. His main function is Education and Outreach on the inspection process, approving products, and the importance of receiving the certificate of compliance after you complete an improvement. Michael also assists the Texas Department of Insurance engineering staff in Austin with the oversight program on appointed Qualified inspectors. Michael follows up on complaints filed with the Windstorm Inspection Group. The area he works extends from Beaumont in Jefferson County to Port Lavaca in Calhoun County.

More information is available online at <https://citizenplanner.tamu.edu>

Texas Citizen Planner Specialty Course

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Community Planning for Hazards on June 27, 2019

Rockport Service Center

2751 Highway 35 North Bypass, Rockport, TX 78382

Brownsville City Hall

1001 E Elizabeth Street, Brownsville, TX 78520

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Associate Professor

Department of Urban Planning & Environmental Policy, Political Science

Texas Southern University

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Katie Coyne, AICP, Certified Ecologist – Ecological Society of America, SITES AP
Urban Ecologist
Asakura Robinson

Katie leads the Urban Ecology Studio at Asakura Robinson where she works on planning and design projects specifically targeting increased resiliency from urban to rural areas, restoring ecosystem function on small-sites and across regions, conserving open space and facilitating sustainable public access, leveraging the protection of natural resources toward equity goals, and using data and research to drive the design of multi-functional green infrastructure sites and networks. Katie's traditional training in ecology allows her to understand the ecological imperative and technical nuances in the Urban Ecology Studio's work while her training in community planning and design has armed her with the tools to understand how economic, cultural, social, and ecological goals must be balanced across scales for a resilient future.

Over the last ten years, Katie has worked as an ecologist on landscape, aquatic, coastal, and marine ecology applied research; as an environmental advocate working with rural communities abroad; as an environmental educator in both traditional and non-traditional classrooms; and as an urban planner and ecological designer with project work throughout the country. She is passionate about studying the overlap of social and ecological issues and her work aims to create better connections between people and the ecological systems around them. Katie holds a Bachelor's of Science in Ecology from the University of Florida and dual Master's of Science degrees at the University of Texas at Austin in Community and Regional Planning and Sustainable Design.

In Katie's free time she serves on the City of Austin Environmental Commission, City of Austin Joint Sustainability Committee, The Trail Foundation Ecological Restoration Committee, and on the Board of Directors for Equality Texas, the state's largest LGBTQ lobbying and advocacy organization dedicated to ensuring equality for ALL Texans (#yallmeansall).

David Jackson, CEM

State Hazard Mitigation Officer, Mitigation Section Administrator
Texas Division of Emergency Management, Texas Department of Public Safety

Dave Jackson is the State Hazard Mitigation Officer for the Texas Division of Emergency Management. He is responsible for the management and operations of TDEM's hazard mitigation activities which include mitigation planning and mitigation grants programs. Prior to joining TDEM, Dave's experience includes working the critical infrastructure protection mission with the TXJCIC, and fifteen years with the State of Idaho in various assignments to include emergency planner, EOC Plans Section Chief, State Training & Exercise Officer, and State Hazard Mitigation Officer. Dave holds a B.S. in Emergency Administration and Disaster Planning from the University of North Texas and a M.A. in Homeland Security Studies from the Naval Postgraduate School.

Lt. David Taylor

Texas Department of Insurance – Fraud Unit

Member of the Texas Department of Insurance Fraud Unit, assigned as a Lieutenant to the North Texas area and charter member of the Catastrophe Response Team. Unit firearms and defensive tactics instructor and field training officer. Prior to joining the unit, Lt. David Taylor was a Police Officer with the Rockwall Police Department, working in patrol. He was an instructor and member of the crime scene team in Rockwall.

Prior to returning to Law Enforcement, Lt. David Taylor spent seven years as a Special Investigator with GEICO Insurance, working auto related insurance fraud.

Before Lt. David Taylor moved to the United States, he spent 6 years as a Police Officer with Northumbria Police as a Police trainer and member of various task forces.

Douglas Klopfenstein

Education and Oversight Specialist, Regulatory Policy Division/Windstorm Inspection Program, Texas Department of Insurance

Douglas (Doug) Klopfenstein works as a Program Specialist for the Texas Department of Insurance, Windstorm Inspection Program. He is a certified Coastal Construction Inspector and a certified Commercial Building Inspector through the International Code Council (ICC). He has approximately 13 years of experience in residential construction in the state of Texas, over 24 years of experience in the Windstorm Inspections Program of Texas Department of Insurance, 3 years of experience serving on the ICC Coastal Construction and Disaster Response Exam Development Committees, and over 7 years of experience in Windstorm educational services for the Department and Oversight Inspections.

Manuel D. Villarreal

Texas Windstorm Insurance Association Ombudsman

Manuel has worked at the Texas Department of Insurance since 1994 in various capacities including investigating, evaluating, and resolving complaints against property and casualty companies. He is also a member of the TDI Disaster Team that conducts public education presentations to civic and professional organizations. As the agency's Texas Windstorm Insurance Association (TWIA) ombudsman, Manuel meets with city, county, and state officials; community and organization representatives; homeowners; and business owners in the 14 coastal counties and parts of Harris County along the Texas coast to help them learn about their rights as TWIA policyholders and learn about the TWIA claims process.

More information is available online at <https://citizenplanner.tamu.edu>

APPENDIX C: CERTIFICATE TEMPLATE

Certificate Of Completion

SCA
PRESENTED TO

Name

Texas Citizen Planner

A community planning education program for locally elected and appointed officials

COMMUNITY PLANNING FOR HAZARDS

Date

