



CITY OF ARLINGTON FLOODPLAIN PROGRAM FOR PUBLIC INFORMATION FY2026 ANNUAL REPORT AND PROJECT EVALUATION OCTOBER 13, 2026

The City of Arlington's Floodplain Program for Public Information Committee (FPPIC) meetings were held on June 11, 2026, and September 10, 2026. These meetings were used to discuss PPI plan projects and review the 2026 annual evaluation report.

The 2026-2031 Floodplain PPI plan and annual evaluation reports can be found at www.arlingtontx.gov/fppic.

In FY 2026, the FPPIC consisting of the following City Staff and community representatives attended at least one of the FPPIC meetings.

Randy Hendricks- Committee Chair
Jolanda Hendricks - Resident
Amberley Shelby – Resident
Britton Merritt – Chamber of Commerce
Susan Schrock - Office of Communications
Liaison

Alicia Gray - Resident
Jennifer Cathcart – Resident/Real Estate
Agent
Mitch Monis – Resident
Lee Jeffrey – Floodplain Senior Engineer
Melissa Walker -Stormwater Education
Specialist

The Floodplain PPI Plan identifies priority audiences for targeted education projects. The priority audiences are as follows:

The City at Large	All property owners in the floodplain
Repetitive Flood Loss Areas	City employees and volunteers
Low water crossing and barricade location area residents and businesses	Entertainment District Visitors, Downtown Business District, and Short-term rental property owners
Students, Faculty and Staff at UTA, TCC and AISD Campuses	City of Arlington Parks and Recreation Facility visitors and park patrons
AISD Bus Drivers, City of Arlington Handi-tran, and Arlington On-Demand Drivers	Non-SFHA flood-prone area residents and businesses
Hospitals, Nursing Homes, gas well operators and other Industrial businesses	Non-English-Speaking residents and businesses

Prospective property buyers, lenders, real estate agents, mortgage agencies, and insurance companies	HOA's and Neighborhood Associations
--	-------------------------------------

The Floodplain PPI also identifies required messages that address core CRS outreach topics, which include:

Know Your Flood Hazard	Protect Property from Flood Hazards
Promote Flood Insurance	Build Responsibly
Protect People from Flood Hazards	Protect Natural Floodplain Functions

The following are the three additional outreach topics from the FY2026-2031 PPI Plan. Outreach topics and their corresponding messages can be found in Table 13 of the FY2026-2031 PPI Plan and in the Attachment section of this report.

Storm Drain Infrastructure	After Flood Guidelines
Arlington Watersheds	

The Floodplain PPI Plan includes the Flood Insurance Assessment (FIA) and the Flood Insurance Coverage Improvement Plan (CP). City staff completed the Flood Insurance Assessment and provided information to the FPPIC to identify projects that improve flood insurance policy coverage throughout the City of Arlington. These projects are defined in Table 16 of the PPI Plan, which is included as an attachment to this report.

On September 10, 2026, the FPPIC met to review and evaluate PPI Plan projects for FY2026.

Stormwater Staff implemented the following projects in FY2026 from the City's Floodplain PPI Plan and Flood Insurance Coverage Improvement Plan (CP). Stormwater staff worked with the FPPIC to prioritize projects for development each year and provide a strategic road map for implementation over a 5-year period. The City's Floodplain PPI Plan defines these Outreach Topics/Messages in Table 12, which is included as an attachment to this report.

Stormwater staff continues to prioritize flood insurance presentations and training opportunities as well as implementing annual PPI projects for the City at large. In FY2026, the following annual outreach projects were reviewed, evaluated, and updated by the FPPIC.

PPI Projects and Initiative (PPI)

- **Low Water Crossing/Barricade Location Flood Safety Postcard Mailout** - Stormwater staff developed a map of areas adjacent to low water crossings and Department of Public Works barricade locations within the City. A portion of these locations are mailed a Flood Safety postcard each year with the goal of all mapped areas being mailed this postcard within 5 years. This postcard informs property owners and tenants about the dangers of low water crossings and the purpose for barricade locations. On June 24, 2026, the City mailed 1,349 postcards. This completed the first 5-year cycle of mailouts and in FY2027 Staff will review the maps for any changes and begin a new cycle of mailouts.

- **Park Pavilion Rental Pledge** - The City's Parks & Recreation Department has approved and as of February 21, 2023, has added the following statement to their rental agreement on both the English and Spanish online forms. In FY2026, 814 pledges were signed by park pavilion patrons.

"I promise to do my part to Protect Arlington's Parks and Local Waterways by keeping them clean and litter free. I will dispose of trash, litter and food waste in receptacles provided or I will use my own trash bags and dispose of it at home. Since pet waste is a source of bacteria that harms local wildlife and pollutes our local waterways, I will always pick up after my pets and properly dispose of their waste. I will encourage my family and friends to do the same and I will always try to leave this area in a better condition than I found it in."

- **Entertainment District/Downtown District/STRs- Flood Safety Postcard Mailout** - This outreach project involves the creation of flyer/postcard to be given to property owners in the Entertainment District, Downtown District and Short-Term Rentals to provide flood safety information to visitors. Mailing address lists have been compiled, and a draft postcard is ready for the FPPIC to review. On September 8, 2026, 1,082 Flood Safety Postcards were mailed out. Posters and table displays will be offered to businesses on the Stormwater Management website.
- **Repetitive Loss Area Mailout** (PPI & CP project) - Stormwater staff uses RLAA maps to develop the annual mailout targeting repetitive loss properties within the City. The mailout includes a letter and a copy of the Citizens Guide to Flood Safety and Preparedness brochure. Both the letter and brochure are reviewed annually. On January 13, 2026, the City mailed 1,091 Repetitive Loss letters and Flood Brochures.
- **Critical and Vulnerable Facilities/Assets Outreach** - This outreach project will create a flyer/postcard as well as presentations to owners/operators of critical and vulnerable facilities/assets in the City of Arlington. Mailing addresses lists for these facilities have been completed and draft outreach material is in the process of being developed. Project is expected to be fully implemented by 2027.

Flood Response Plan (FRP):

- **Door Packets** - Letter that provides basic flood safety and preparedness information to property owners and/or renters. Stormwater staff distributes FRP packets after a significant rain event in which properties may have flooded. The Citizens Guided to Flood Safety and Preparedness is also provided in this packet. Stormwater staff handed out 0 flood response preparation packets in FY 2026, due to no visible signs of flood damage in the targeted areas after significant rain events.
- **Flood Damage/Cleanup Fact Sheet** (PPI Project) This flyer was added to our Flood Response Preparation packet which is distributed to residents after a flood event has occurred. The flyer provides guidance on what to do if your property floods.

Flood Insurance Coverage Improvement Plan (CP):

- **Mayor's "Get Flood Insurance" Post Card** - Stormwater staff developed a map of flood prone areas within in the City that are not located in the Special Flood Hazard Area. This map was used to mail the Mayor's Flood Insurance Postcard promoting the benefits of purchasing flood insurance to property owners and tenants each year. On September 3, 2026, the City mailed 4,384 postcards.
- **Insurance Agent/Mortgage Lenders** - In FY2026, Stormwater staff mailed 119 new flood insurance postcards to Arlington insurance agents that provided valuable information on the National Flood Insurance Program. Arlington Mortgage lenders will be added to the mailout in FY2027.
- **Flood Insurance/Flood Safety Posters** – Flood Insurance Posters are printed and will continue to be given out at Code Enforcement's Apartment Manager Workshops. The Flood Safety Posters will be printed in FY2027 and handed out at the workshop or by request.

Other CRS and Public Information Plan:

- **Citizen's Guide to Flood Safety and Awareness Brochures** - This brochure was reviewed and redesigned in FY2023. The brochure is sent out with the Repetitive Loss mailouts each year and is provided to residents at Community Outreach events and presentations by the Stormwater Education Specialist. In FY2026, approximately 1,602 brochures were given out to residents and property owners at community events and through the annual Repetitive Loss Mailout.
- **Flood Information Services Utility Insert** – Annual prerequisite for 320, 360 and 370 credit was mailed out in December 2025.
- **Report Illegal Dumping Utility Insert** – Annual prerequisite for 540 SDR credit was mailed out in April of 2026.
- **Elementary School Program** – In FY2026, Stormwater Education staff provided 1 Be Flood Prepared presentation and 4 Career day programs that focused on our floodplain program.
- **Community Outreach Events** – In FY2026, Stormwater Education staff attended 13 community events in which Flood Safety and Preparedness material was provided to attendees.
- **Community Presentations** – In FY2026, Stormwater Education Staff provided 3 community presentations in which Flood Safety and Preparedness material was provided to attendees.
- **Inlet Decal Program** – In FY2026, Stormwater Maintenance staff installed 360 inlet decals.
- **Report Illegal Dumping Signs** - The project calls for a minimum of 10 signs to be installed each year in the City's major watersheds. In FY2026, 10 report Illegal Dumping signs were installed along Bowman Branch Creek.
- **TADD Signs** – 27 "When Flooded, Turn Around Don't Drown" signs were installed in 2014. These are inspected by the Stormwater Educator every year. In 2022, one new sign was added and 2 were replaced along Webb Ferrell Rd. In 2025, 2 signs were removed permanently from Copeland Rd due to construction. In April 2026, 2 signs along E Abram St were reinstalled at the request of Stormwater Staff after they had been removed during construction and not replaced. One sign is still in need of replacing on Sanford St.
- **Website** – Accessibility for floodplain is completed however pages need to be updated for readability levels in FY2027
- **Articles/Social Media** – 5 Flood safety and preparedness articles and social media posts were published in FY2026.

- **PSA Development** –Stormwater and Office of Communication staff continues to develop PSA graphics for the following topics: Get to Know Your Storm Drain, Keep Arlington’s Waterways Clean, Get Flood Insurance, It’s For Everyone!, Protect Your Property From Rising Floodwater, Protect Your Watershed, Be Stormwater Savvy, Look After Arlington’s Visitors; Safeguard Your Guests, Turn Around Don’t Drown; Stay Out of Toxic Floodwater.
- **Outreach Material Alternative Language Translations** – Stormwater staff focused on translating written material into Spanish and Vietnamese. Translated and printed materials include the Mayor’s Flood Insurance postcard, the Low Water Crossing/Barricade location “Flood Safety” postcard, the Flood Response Preparation (FRP) packet material, and the Citizen’s Guide to Flood Safety and Awareness Brochure. These materials are made available at City events, Stormwater presentations, and the SW Branch Library Display area. Staff will continue to evaluate written material for translation needs.
- **PPI Plan Appendix C (Formerly Appendix D)** – Stormwater staff and the FPPIC created a table that included details of PPI projects, their descriptions, implementation dates, and updates or changes. This table allows for a quick review of PPI project information and will be added to the PPI plan. The table will be updated on annual basis. The Appendix D table is provided as an attachment to this evaluation report. During the review and update process for the PPI Plan this became Appendix C.

Evaluation

The FPPIC reviewed and evaluated PPI, FRP and CP projects for FY2026. There were no changes to the current PPI projects however the committee suggested that postcard designs be updated for current annual projects and that the committee focus on the development of PSAs for FY2027. Updates and changes are outlined above and in Appendix C of the PPI Plan.

ATTACHMENTS

Table 13. Outreach Topics/Messages

Outreach Topic	Outcome	Messages
A. Know Your Flood Hazard	Increase flood information inquiries to the Stormwater Department	Know Your Flood Hazard
B. Promote Flood Insurance	Increase Flood Insurance Policy Coverage Community Wide. Refer to Flood Insurance Coverage Plan	Protect and Insure Your Structure; Get Flood Insurance, It's For Everyone; Get flood Insurance, It's Good Business
C. Protect People from Flood Hazards	Increase in the number and types of distribution of flood safety messages	Be Stormwater Savvy; Safeguard Your Patients/Guests/Visitors/Tourists
D. Protect Property from Flood Hazards	Reduction of property damage by increased messaging	Protect Your Assets; Protect Your Home/Property From Rising Floodwater
E. Build Responsibly	Reduction of Flood Damage Prevention and Stormwater Pollution ordinance violations.	Get A Permit; Keep Your Site Clean
F. Protect Natural Floodplain Functions	Reduce trash, litter, debris and contaminants that are dumped into creeks, streams, rivers and lakes	Protect Arlington's Waterways; Report Illegal Dumping; Keep Waterways Clean
G. Storm Drain Infrastructure	Increased awareness of the storm drainage system and its function.	Get to Know Your storm drain
H. Arlington Watersheds	Increased awareness of City of Arlington Watersheds and how they function	Know Your Watershed; Protect Your Watershed
I. Guidelines on What to Do After a Flood	Increase in reporting of flood damage to structures in the city and awareness of flood safety after a flood	Keep You and Your Family Safe After a Flood; Stay Out of Toxic Floodwaters; Watch Out for Animals Their Homes Flooded Too.

Table 16. Coverage Improvement Plan Projects

OP	Target Audience	Topics/ Messages	Specific Project	Assignment	Schedule
1	Non-SFHA Flood-prone Areas	Topics A-J	Mayor Letter/Post Card	Stormwater Engineering Staff; Stormwater Education Specialist	Create map by spring 2020; Begin Mailouts Summer 2020
2	Repetitive Loss Areas	Topics A-J	Letter and Citizens Guide to Flood Safety annual mailout	Stormwater Education Specialist	Update material by FY2021 mailout
3	Local Insurance Agents and Lenders	Topics A, B, D and J	Development Training/Presentations for local insurance agents and mortgage lenders	Stormwater Education Specialist; Office of Communication	Create material in FY 2020. Develop an outreach campaign to increase attendance.
4	Community-Wide	Topics A-J	PSA Development for City communication channels and local media	City's Office of Communication; Stormwater Education Specialist	Begin in FY 2020. Have at least one PSA developed by FY 2021
5	Low Policy Count Watersheds - Fish, Cottonwood, Johnson and Rush Creeks	Topics A, B, D, F, H and J	Council Cleanup Challenge	City's Office of Communication; Stormwater Education Specialist	Begin in FY 2021. Have at least one event annually
6	SFHA Multi-Family Renters	Topics A, B, J	Flood Insurance Posters	Stormwater Engineering Staff; Stormwater Education Specialist	Create posters for community areas in Multi-Family Complexes

PPI Plan Appendix C: Timeline of PPI Plan Projects, Updates and Changes

Project	FPPIC Plan Project Description	Date of Update/Change Description
Floodplain Program for Public Information Plan 2020-2025 Floodplain Program for Public Information Plan 2026-2031	Adopted by City Council on January 28, 2020. Resolution Adopted by City Council on September 16, 2025.	
FPPIC Plan – Appendix C: Other CRS Public Information Activities	Table outlining the FPPIC review of CRS outreach projects prior to the FPPIC Plan. This includes description of CRS projects and the committee’s updated recommendations.	Submitted to council as an update to the FPPIC Plan on October 13, 2020. ----- July 2025 - During the 2026-2031 PPI Plan update, this table was moved into the main body of the plan as Table 5.
Apartment Complex Flood Insurance and Flood Safety Posters	Poster highlighting flood insurance for renters and basic flood safety and preparedness.	Poster created and approved by the committee in August of 2021. Due to covid, posters have not been printed or disseminated. ----- Posters were printed for use in FY2025 and given out through code enforcements Annual Multi-Family workshops. No posters were given out in FY2026.
My Property Flooded Flyer	Flyer focuses on what residents should do after a flood. Flyer was added to the Flood Response Preparation (FRP) packet which is handed out to residents when a flood has occurred.	Developed in FY2020. Added to the FRP packet and to the Stormwater Management website. In FY2023, Flyer was translated into Spanish and Vietnamese for giving out at community events. ----- 2025 - Flyer was reviewed by the committee during the 2026-2031 PPI Plan review/update process. No changes were made.
Mayor’s Non-SHFA Flood Insurance Postcard	Flood Insurance postcards were created to mail to non-SFHA flood prone areas throughout the City. They were designed to have the Mayor’s signature to show	In FY2022, Addresses from the Stormwater Comprehensive Plan were added to the mailout. These are areas where drainage

	that elected officials support the work of the FPPIC.	projects are scheduled over the next 10 years. Postcards are mailed to both the property owner and tenant each year. Date and Number of Postcards: • September 29, 2020 - 1,330 • September 9, 2021 – 1,330 • September 30, 2022- 4,622 • August 29, 2023 – 4,669 • August 29, 2024 – 4,671 • August 22, 2025 - 4,741 • September 3, 2026 – 4,384
Low Water Crossing/Barricade Location “Flood safety” Postcard	Flood Safety postcards were created to mail to residents and business adjacent to low water crossing areas and flood barricade locations.	Date and Number of Postcards: • April 7, 2021 – 902 • July 7, 2022 – 1,294 • May 9, 2023 – 1,297 • April 24, 2024 – 2,740 • April 2, 2025 – 2,698 • June 24, 2026 – 1,349
Pavilion Rental Agreement Pledge	Pavilion pledge was created to increase awareness of illegal dumping and trash and debris from parks property and its effects on our local watersheds. Pledge was originally going to be a flyer but updated project to be a statement added to the online pavilion rental agreement in FY2022.	In FY2022, Changed Pollution Prevention Pledge to an online format from printed checklist. Parks and Recreation approved the addition on 8.12.2022. Spanish translation completed in fall of 2022. Pledge was added to online pavilion reservation February 21, 2023. ----- 3,298 Pledges have been signed since the program began.

Alternative Language Translations	The committee determined that written material should be translated into Spanish and Vietnamese. Written material in alternative languages will be provided upon request and/or in person at education events.	The Citizen’s Guide to Flood Safety and Awareness was translated into Spanish and Vietnamese in 2020. The brochure and translations were update in August of 2023. In FY2022, the Low Water/Barricade Flood Safety and the Mayor’s Flood Insurance postcards were translated. The material for the FRP packet was translated in August of 2023 as well and
-----------------------------------	--	---

		is available for distribution after a flood event or at community outreach events.
Report Illegal Stream Dumping Signs	Creation of new Report Illegal Dumping signs for outreach to the community at large and more specifically to residents and businesses in key watersheds and near floodplain areas.	The FPPIC approved the final sign designs at the 8.30.2023 meeting. Location maps are being developed by staff and placement of signs will begin in FY2024. Watershed and Date Installed • 10 signs were installed along Johnson Creek in March of 2024. • 14 signs were installed along Fish Creek in August 2025. • 10 signs were installed along Bowman Branch Creek in April 2026.
Flood Response Preparation (FRP) - PSA/Social Media Kit	PSAs and Social Media posts for distribution before, during and after a flood event.	Turn Around Don't Drown social media post on April 26, 2023; Other messages along with Instagram reels are being prepared for FY2024. Posts will be in English and Spanish. What to do Before, During and After a Flood videos were developed and disseminated on Facebook, Twitter and Instagram on 3/8/24, 3/22/24, and 4/5/24.
Flood Safety-PSA/ Social Media Posts	Social Media posts for general flood safety and preparedness to be posted throughout the year. Development of short PSA's on Flood Safety Topics.	Scripts for PSAs were developed in FY2022 and FY2023. ----- Flood Safety articles and social media post have been utilized over the last 5 years. In 2025, the FPPIC requested flood safety PSAs to be developed covering flood safety messages. Social Media posts and articles are posted throughout the year. Scripts have been created by Stormwater staff and staff will begin creation of PSAs in FY2026.
Insurance Agent Flood Insurance Education	Presentations for local insurance agents with an emphasis on the changes to the National Flood Insurance Program.	Presentation given to the Independent Insurance Agents of Tarrant County on January 11, 2022. ----- After reviewing the program in FY2023, Presentations will still be offered but the

		committee will not seek outside vendor for CE credits due to cost. Committee decided a postcard be developed for this project in FY2024. Staff attended the Tarrant County Insurance Agents Trade Show on 4/17/2024 and provide Risk Rating 2.0 specific material as well as Flood safety information. During the 2026-2031 PPI Plan update, This project will change to online material with a mailout to local insurance agents each year. The Stormwater Educator will still provide presentations when requested and attend the Tarrant County Independent Insurance Agents Trade show. In FY2025, Stormwater Staff created a mailing list for local insurance agents and will create a flood insurance postcard to be mailed out in FY2026. In February 2026, 119 postcards were mailed out to local insurance agents.
TADD AISD, Arlington On-Demand and Handitran Bus Driver Education	Presentations covering low water crossings, barricade locations and other non-SFHA related flood prone areas will be offered to AISD Transportation Staff and City of Arlington On-Demand and Handitran Drivers.	Director of AISD Transportation and the Stormwater Educator are working on a schedule to provide training to 300 bus drivers and other transportation for the FY 2025 school year. During the 2026-2031 PPI Plan review process, this project was updated to include a postcard mailout directing entities to the Flood Safety website. Presentations will be made upon request. Project is expected to be fully implemented by FY2027.
Entertainment District Businesses and Short-Term Rentals Flood Safety Outreach	Creation of flyer/postcard to be sent to property owners in the Entertainment District, Downtown District and Short-Term Rentals. A website link will be provided for these businesses which will have downloadable flood safety	Mailing address lists have been compiled, and a draft postcard is ready for the FPPIC to review. In 2025 Flood Safety posters and table displays were created and are available online for these businesses. On September 8, 2026, 1082 Flood Safety Postcards were mailed out.

	information to visitors. Presentations will be provided when requested.	
Critical and Vulnerable Facilities Flood Safety Outreach	Creation of flyer/postcard and presentation to owners/operators of critical and vulnerable facilities/assets in the City of Arlington. Website link will be provided with downloadable material for these facilities. Presentations will be available when requested.	Mailing addresses lists for these facilities are being compiled and draft outreach material is in the process of being developed. Project is expected to be fully implemented in FY2027