

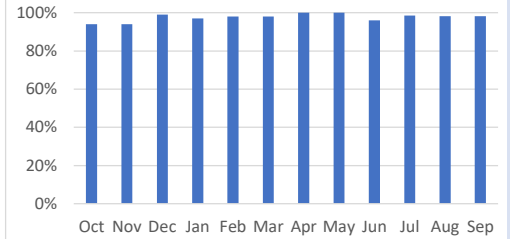
Information Technology



Service Tickets by Month

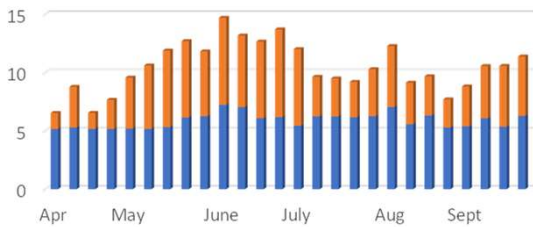


Customer Satisfaction % Positive

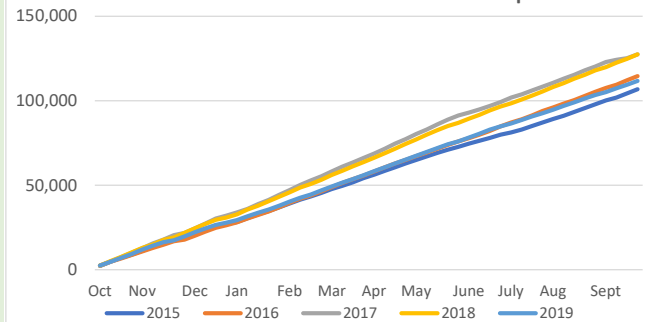


Transit

Transit Calls Average Handling Time (minutes)

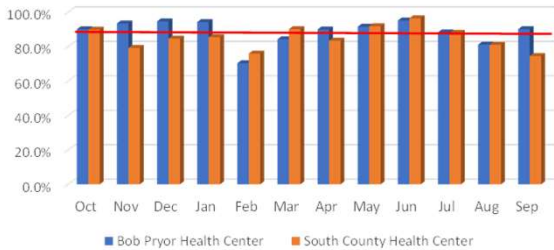


Annual Cumulative Ridership



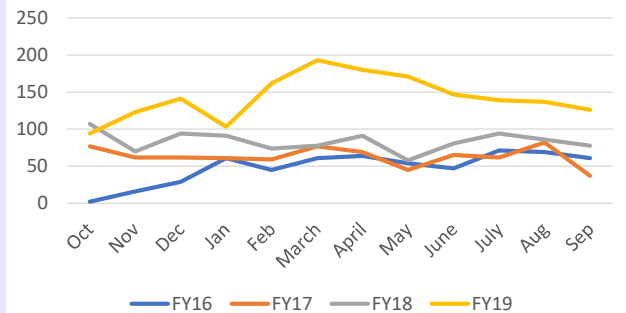
Health Center

Employee Health Center Monthly Appointment Utilization Summary



Records Management

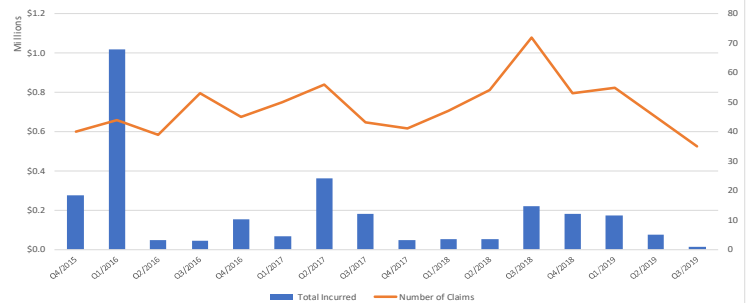
Record Requests



Director Highlights

One of the Risk Management Services division responsibilities is overseeing the County's Workers' Compensation program. The county performs many different services to our residents and visitors which exposes our employees to many different types of injuries. Risk Management also oversees safety programs, along with many department and divisional specific training programs to help reduce incident frequency and severity. Including; Safety Committees, Weekly Tips, Site Visits, Departmental and Divisional Reports, Claim Investigations, and Training to name a few.

Frequency and Severity by Quarter



WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?

IN PLANNING

- **Babcock Shopping Center** – Grocery tenant, and mixed retail/restaurant at 14500 SR 31, Punta Gorda. Pending Preliminary and Final Site Plan approval.
- **Babcock National and Golf Course by Lennar** – Proposed 166 single family units, private amenity center, 12 multi-family units and golf course at 13500 SR 31, Punta Gorda. Preliminary site plan approved.
- **Charlotte Commons** – Multi-use commercial building with beauty salon and restaurant at 24080 Beatrix Blvd., Port Charlotte. Final site plan approved.
- **Babcock Cypress Lodge Amenity Center** – Club room with swimming pool, cabanas, fireplaces and seating at 43320 Cypress Pkwy., Punta Gorda. Preliminary site plan approved.
- **Multi-Family Units** – (2) one story and (1) two story apartment complex consisting of 20 multi-family units at 26355 Explorer Rd., Punta Gorda. Preliminary site plan approved.

PROJECTS' SPOTLIGHT









Babcock Update

- 562 Single Family permits submitted since August 2016
- 362 Certificates of Occupancy issued since August 2016



Murdock Village Update

- Rezoning was approved for 400+ acres in the western section of Murdock Village.
- Mixed-use development with a maximum of 2,400 single and multi family units, commercial uses, and a 150-room hotel.
- Preliminary subdivision plans for infrastructure for Private Equity Group is approved.

UNDER CONSTRUCTION

- **Extended Stay America Hotel** – Four story hotel at 24100 Beatrix Blvd., Port Charlotte. 
- **MRT Lawn & Garden Center** – Tropical garden center at 2775 El Jobean Rd., Englewood. 
- **Firestone** – Auto repair and auto parts store at 24020 Beatrix Blvd., Port Charlotte. 
- **7-Eleven** – Gas station and convenience store at 861 Tamiami Trail, Port Charlotte. 
- **Dollar General** – Retail store at 4386 N Access Rd., Englewood. 
- **Lucky's Market** – Natural food store at 19400 Cochran Blvd., Port Charlotte. 
- **GNC** – Retail chain selling health- & sports-related vitamins at 19400 Cochran Blvd., Port Charlotte. 
- **Little Caesars** – Pizza chain at 19400 Cochran Blvd., Port Charlotte. 

COMPLETED!!

- **Tire Kingdom** – Car care center at 24491 Sandhill Blvd., Punta Gorda. 
- **Speedy Clean Car Wash** – Car wash at 2105 Tamiami Trail, Port Charlotte. 
- **Fawcett Memorial Hospital** – Four story parking garage with associated site work at 21298 Olean Blvd., Port Charlotte. 

Total Single Family Permits Issued: 160
Single Family Permits Issued—Babcock: 24

Total Single Family Certificates of Occupancy Issued: 123
Single Family Certificate of Occupancy Issued—Babcock: 25

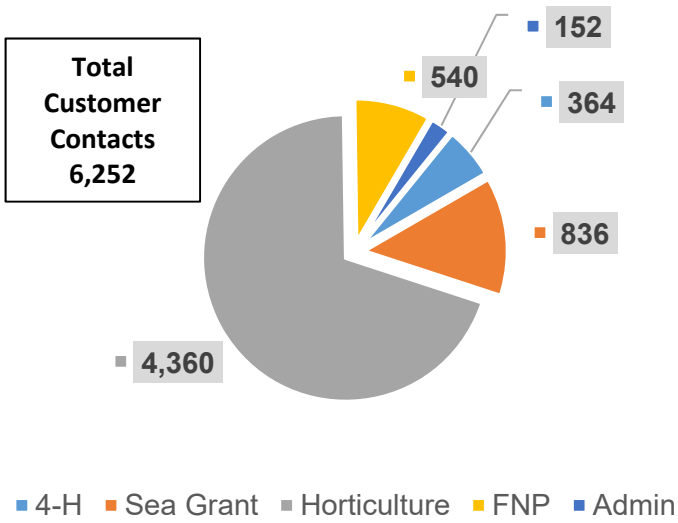
Total Permits Issued: 2,402

Total Permits Issued FY17-18: 29,727
(Fiscal Year Oct. 2017—Sept. 2018)

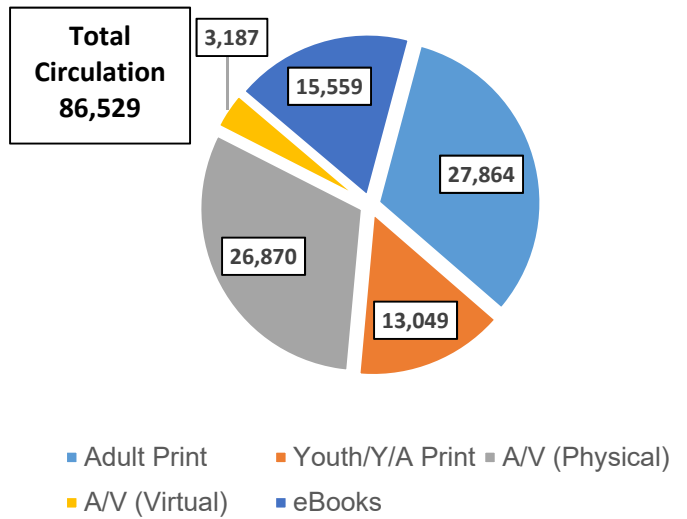
Total Permits Issued FY18-19: 28,701
(Fiscal Year Oct. 2018—Sept. 2019)

PERMITTING SNAPSHOT

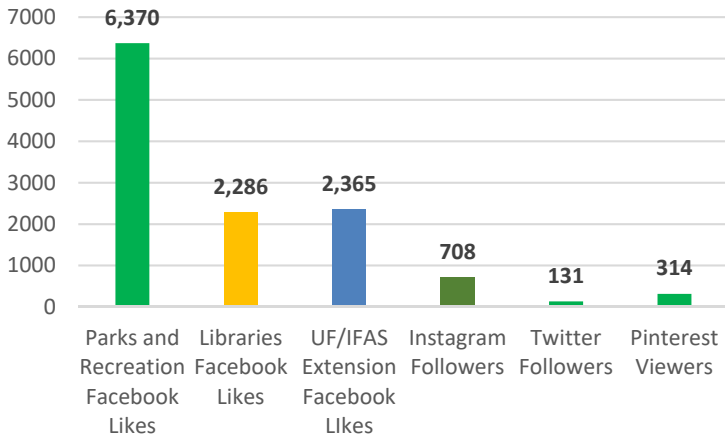
**UF/IFAS Extension Service
Customer Contacts**



Library Circulation



**Community Services
Social Media Impact**



Parks and Natural Resources

- Projects Managed 41 \$ 2.1 M
- Trash Bags Collected – Athletics/Parks 3,378
- Recycle Bags Collected – Athletics/Parks 561
- Number of Sports Fields Prepped 283
- Abandoned Vessels Removed 2
- Miles of Trails Maintained 87.6

Don Pedro - Green Turtles 3,248

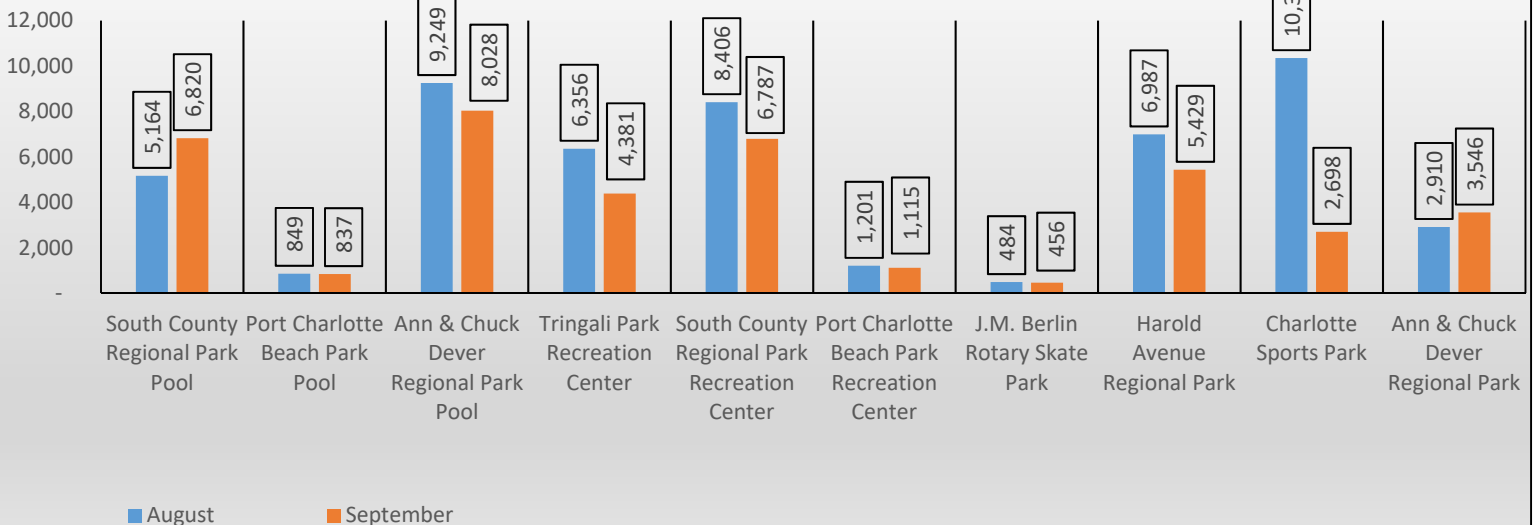
1 Green / 1 Loggerhead at Knight Island

1 Green on Don Pedro

1 Green on Palm Island

2 Loggerheads on Boca Grand

Recreation Centers and Aquatic Facilities Attendance July - Aug



FACILITIES' Focus

September 2019



North Charlotte Regional Park Aquatic Center

The first Tier 2 sales tax project received board approval for the guaranteed maximum price (GMP). Alongside the newly constructed North Charlotte Recreation Center, the Aquatic Center will provide a 50-meter by 25 yard regional pool with a diving well providing swim teams a facility capable to host competitive swim meets.

Recent Accomplishments

- ◆ A new 400-ton Trane chiller was installed at the Charlotte County jail. The previous chiller failed with the emergency replacement completed in September.



- ◆ Consultants for design and construction manager at risk were selected for the Placida Boat Ramp Expansion.
- ◆ An interior lighting retrofit was recently completed at the Port Charlotte Library. Old inefficient fluorescent lighting fixtures were replaced with energy efficient LED lighting throughout the first floor of the facility.

Notable Happenings

- ◆ Welcome Anthony Maddox! On September 9, Anthony became Director of Facilities Construction & Maintenance (picture 1).
- ◆ The football fields LED sports lighting upgrade at Carmalita Park is underway (picture 2).
- ◆ FY20 Capital Maintenance Plan construction manager submitted the annual guaranteed maximum price for board approval in October with work beginning upon approval.
- ◆ Facilities closed out fiscal year 2019, completing approximately 6,750 work orders.
- ◆ The purchase order was issued to Liberty R&V for the new restroom facility construction at Tringali Park.
- ◆ External permitting is complete at Allapatchee Shores Park moving the project forward for restoration and repairs construction request for quote.

Forward Progress

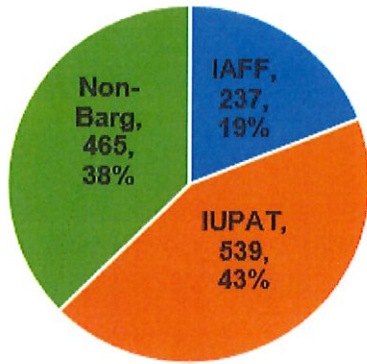
- ◆ William R. Gaines Jr. Veterans Memorial Park is in county permitting with a draft guaranteed maximum price (GMP) in development.
- ◆ A wheelchair lift for accessibility to the Tringali Community Center's stage is being installed. The lift will provide access to the stage without impeding on the footprint of the main floor or stage. This method is the most cost effective and less invasive means providing stage access.
- ◆ The restrooms at Carmalita and South County Regional Parks are nearing completion.



Facilities' Mission: "To create and support facilities which contribute to a productive, safe and enriching environment for employees, residents and visitors of Charlotte County."

Workforce

| | |
|----------------------|---------|
| Employee Count | 1,241 |
| Avg Age | 47 |
| Avg Hourly Rate | \$22.66 |
| Avg Years of Service | 9 |



Retention of New Hires September YTD

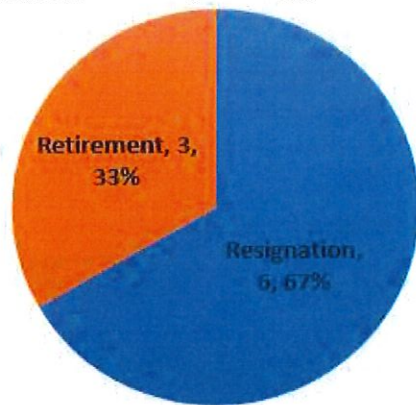
| | | |
|------------------------|--------|-------|
| % completing probation | 92.31% | 88.5% |
|------------------------|--------|-------|

Succession Planning

| | |
|-----------------------------------|------|
| Ee's in FRS DROP the next 5 years | 3.1% |
| % of Workforce Retired this FY | 2.4% |

Separations

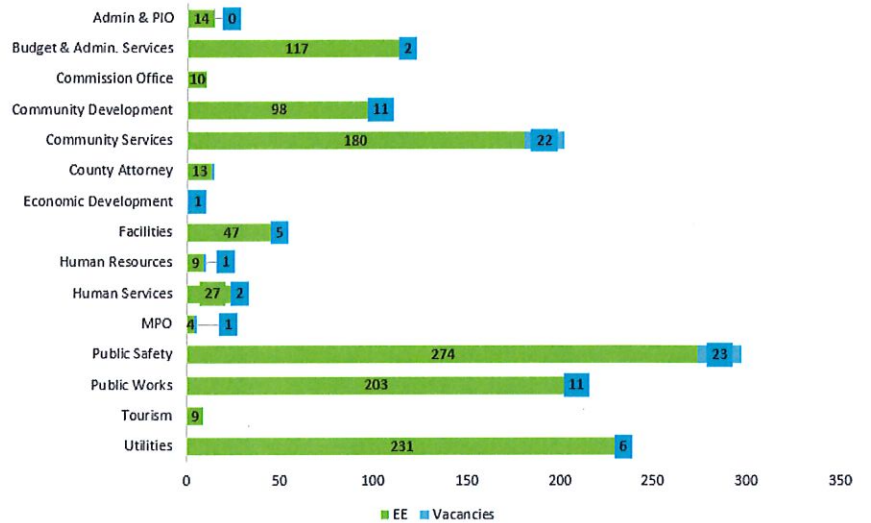
| | September | YTD |
|-------------|-----------|------|
| Turnover | 0.7% | 8.5% |
| Separations | 9 | 106 |



Training & Development

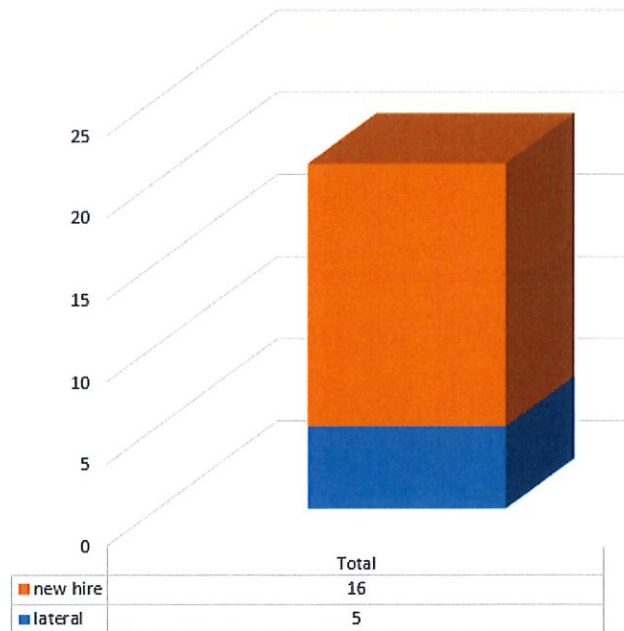
| | | | |
|-------------------------------|---------|-------|-----------------|
| Training | 24 Ee's | 9 hrs | 216 contact hrs |
| % using Tuition Reimbursement | | | 1% |

Employees vs Vacancies



Recruitment

| | |
|--------------------|--------|
| Applications Taken | 783 |
| Job Posting Hits | 14,862 |
| New Hires | 16 |
| Recruited Pos FT | 29 |
| Posted PT/Sea | 11 |



*data includes full - and part-time



On September 30th, Charlotte County Human Services hosted our first mobile food pantry event in partnership with Harry Chapin Food Bank. The Department of Health offered vaccinations to clients and well over 100 families were served. The mobile food pantry will become a monthly event and later this month will be a featured volunteer project for the United Way's Day of Caring. We look forward to working with our partners to provide fresh fruits and vegetables and other staple foods to our residents in need.



COMPLETE



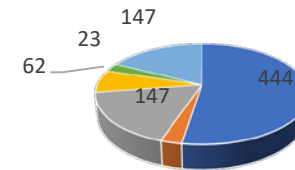
The inaugural mobile food pantry on September 30, 2019.

MAKING WAVES

The Veteran Services Team hosted the Charlotte County Veteran Service Officer Seminar to build collaboration between accredited service officers and community-based organizations. Presenters included Charlotte County VSOs, VA Healthcare, Vet Center, CareerSource, JFCS of the Suncoast, Charlotte County Homeless Coalition, and Congressman Greg Steube's Office. A D.A.V. Chapter 82 Service Officer, "It is you and your team who deserve our thanks. Your seminar was both professionally presented and effective. I learned more about the overall support available to Veterans in Charlotte County than I was previously aware I have lived here since 1975."

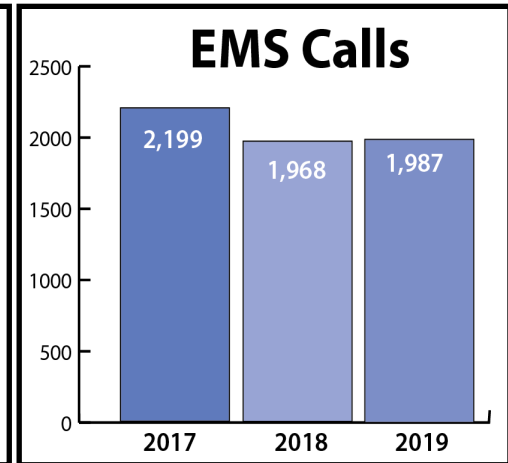
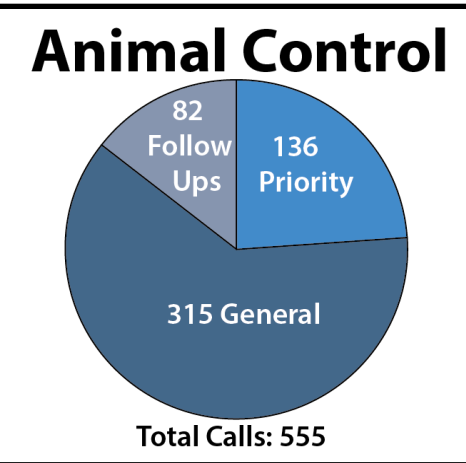
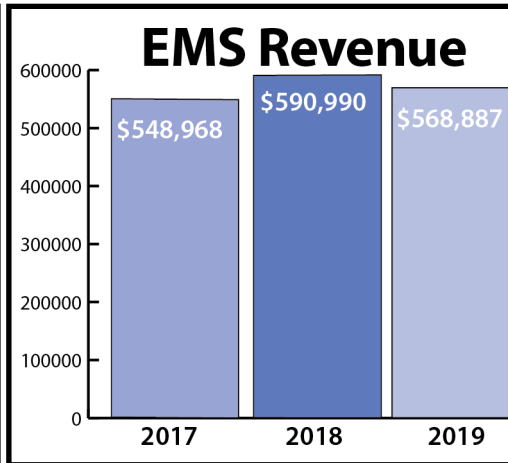
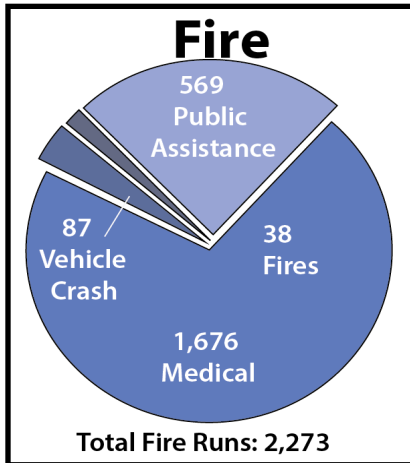
The Community Health and Needs Assessment is well under way. This initiative is the result of a partnership between the Department of Health, Charlotte Behavioral Health Care, The United Way of Charlotte County, and Charlotte County Human Services. This robust effort will not only provide raw community data, but an analysis of the overall health, well-being, and areas of concern for Charlotte County. Target focus groups are currently meeting and surveys will be distributed later this month. The goal is to survey 1%, or 1750 residents. The report will be published in February of 2020.

Neighborhood Services Division



- 23
- Calls/Requests for Assistance
- Clients Served at HS
- Ongoing Cases
- Referrals Made / Received
- SHIP Clients
- Energy Assistance
- Utilities

Dr. Faezeh Andrews, Resource Navigation Manager and former 2-1-1 manager is leaving the county to pursue other career opportunities. We wish her well and thank her for her years of service.



First Responder Active Shooter Training

On September 17, CCFEMS and the Charlotte County Sheriff's Office participated in an active shooter training event at the Punta Gorda Airport. The training was designed to strengthen how law enforcement and Fire & EMS respond during an active shooter event, which could result in multiple injured patients and casualties.

"Fire & EMS and the Sheriff's Office must be ever vigilant in preparing for the unthinkable," stated Chief Bill Van Helden. "Our success in addressing threats to our community can only come from joint planning and training. You play like you practice."

Sheriff Bill Prummell also stressed the importance of scenario training. "We frequently train for real-life emergency scenarios, so we are better prepared to respond to them in real life," stated Prummell. "Conducting the training jointly with Charlotte County Fire & EMS ensures everyone knows their responsibilities during an active shooter or other incident requiring a large response of personnel."

It took several months of planning to prepare for the exercise at the airport. The training would not have been possible without the help and support from the staff of the Punta Gorda Airport, volunteers from Charlotte County Community

Emergency Response Team (CERT), and Allegiant Airlines. "We appreciate our community partnership with the Punta Gorda Airport and Allegiant Airlines," stated Prummell.



During an active shooter event, law enforcement's primary goal is to stop the threat and keep others from becoming victims. Fire & EMS' main goal is to reach patients as fast as possible, stop the bleeding, and get them to an emergency room where their survival rate increases dramatically.

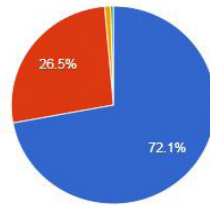
Charlotte County, FL Application Requests

Requests Received

215

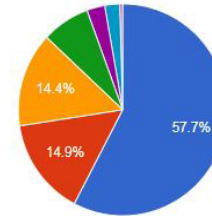
Requests Completed

155



Status 9/1 - 9/30

- Completed
- Received
- Submitted
- In progress



Request Type 9/1 - 9/30

- Road and Drainage
- Mosquito & Aquatic Weed Control
- Signs & Lights
- Illegal Dumping
- Engineering/Road Projects
- Residential Curbside Service Issue
- Emergency Management



In the Works

The County is making necessary repairs to the Edgewater Bridge over Elcam Waterway, currently the contractor is working on the pile jacket repairs. There are 7 pile jacket repairs scoped for this project. The Contractor pumps concrete from a truck on top of the bridge to the pile jacket underneath the bridge. The repaired pile jackets will increase the structural efficiency and longevity of the bridge.



Did You Know

Charlotte County Mosquito Control is serious about mosquitoes. CC-TV goes behind the scenes to see just how far we'll go to protect residents from this annoying pest.



<https://vimeo.com/360795310>

Working Together

Saturday September 21st was the official day of the International Coastal Cleanup, a worldwide effort by the Ocean Conservancy.

Keep Charlotte Beautiful

(KCB), who has been participating since 2002, had 835 + volunteers sign up to aid in this effort. The leadership from approx. 53 groups cleaned locations from Burnt Store Isles Canals and CHEC Alligator Creek to Englewood Beach and CHEC at Cedar Point Park and many points in between. Some of our groups covered smaller parks such as Lake Betty Park and ponds on Kings Highway and Veterans Boulevard.



This year volunteer groups reduced amounts of waste created by using buckets paid for by CHNEP to reduce the number of bags used. Surfing's Evolution and Preservation Foundation provided funds to purchase coolers for hydration stations. This allowed volunteers to utilize reusable water bottles on cleanup day to reduce the use of plastic bottles.

Waste Management volunteers were also in attendance to assist in picking up the litter and debris collected. Cleanups will be continuing until the end of November.



Over **52,247 acres** were treated in the month of June.

Larvicide: **45 acres**









Adulticide: **52,202 acres, 25 treatments**

\$23,843 was billed to MSBU's for Aquatic Weed Work.

90 minute outreach presentation to Master Gardeners

Charlotte County Mosquito Control recommends everyone follow the **3 D's** to keep mosquitoes away: **Dress, Drain, and Defend**

Key Performance Indicators

| | | | | | | | | | |
|-------------|-----------------|---|-----------|---------|-----------------------------|---|-------------|---------|-------------------------------------|
| HOTEL & TDT | TDT Collections | | | | Comp Set TDT (Sarasota/Lee) | | | | Fiscal Year ↑ 4.6% +\$179,187 |
| | Jul-18 |  | \$247,089 | ↓ -4.6% | Jul-18 |  | \$4,497,962 | ↑ 1.1% | |
| | Jul-19 |  | \$235,647 | | Jul-19 |  | \$4,548,968 | | |
| | TDT Collections | | | | STR Occupancy (Hotels) | | | | |
| | Aug-18 |  | \$149,775 | ↑ 18.2% | Aug-18 |  | 49.59% | ↓ -0.3% | |
| | Aug-19 |  | \$177,090 | | Aug-19 |  | 49.30% | | |

* July comp-set variance note: Sarasota was down 4.3% and Lee was up 4.8%, this drastic variance is unusual

Sports/Meetings | Recent & Future Events

Public Relations/Media | September

Recent Events

Hurricane Hustle Pickleball Tournament

Sept. 14-15, 2019
PicklePlex of Punta Gorda
221 players (72% from outside Charlotte County);
\$115,864 in estimated total economic impact

Upcoming Events

Episcopal Diocese of SW Florida Convention

Oct. 10-12, 2019
Charlotte Harbor Event & Conference Center
Projecting 500-600 attendees

Florida Half Century Softball Tournament

Oct. 12-13, 2019
Carmalita Park
Projecting 25-30 teams generating over \$150,000 in total economic impact and approximately 200 room nights

ProStyle Baseball Victory in Pink & Sunshine Classic Tournaments

Oct. 26-27 & Nov. 2-3, 2019
Charlotte Sports Park & North Charlotte Regional Park
Projecting 40-50 teams at each tournament generating a combined \$900,000 in total economic impact

Florida International Air Show

Nov. 1-3, 2019
Punta Gorda Airport

Total Mentions

8

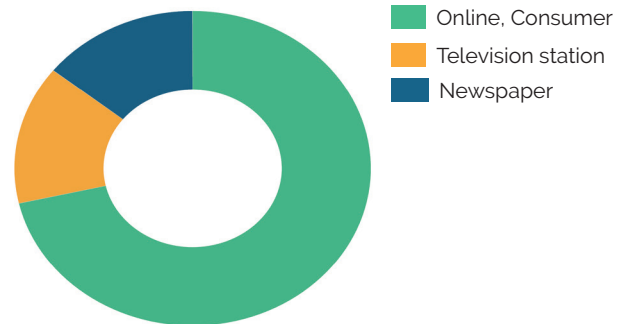
Total Reach

390.4k

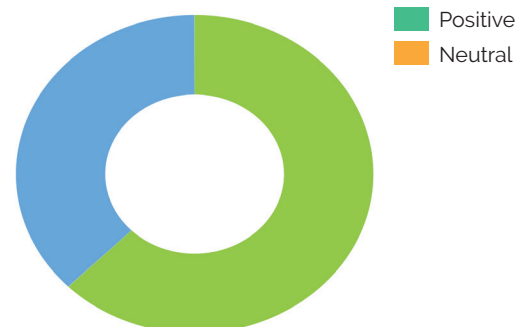
Total Publicity Value

\$9.8k

Share of Coverage by Media Type



Share of Sentiment



IN PLANNING

- **Ackerman Septic to Sewer Project:**
Construction of a vacuum station and wastewater collection system to serve approximately 1,600 properties with sewer service. The public hearing for this project is Nov. 19, 2019 at 5:01 p.m. at the Charlotte Harbor Event & Conference Center.
For more information, visit: AckermanProject.com
- **Cape Haze Sewer and Reclaim Transmission System:**
This project will upsize the existing sewer lines on Cape Haze Dr. and add new reclaimed lines for future customers.
- **Myakka 24" River Crossing:**
A sub-aqueous water line to increase flow and service to West County.
- **Deep Creek Force Main Replacement:**
Construction of a larger force main to improve transmission capacity for the Deep Creek neighborhood.



IMPACTS



- **Loveland Grand Master Lift Station:**
Loveland Blvd. between Midas Ct. and Old Landfill Rd. will be closed until Dec. 31.

Additional Impacts:
[Emergency Utility Notices](#)

The Utilities Department reminds motorists to remain alert at all times and to exercise caution when traveling in the vicinity of construction zones.

UNDER CONSTRUCTION

- **Myakka Booster Pump and El Jobean Vacuum Station:**
Construction of a new building for the Myakka Potable Water Booster Station and the El Jobean Vacuum Sewer Station. The booster station will increase potable water pressure to West County at the Myakka River and the vacuum station will provide sewer collection for the El Jobean Septic to Sewer Project.

For more information, visit:
ElJobeanProject.com



- **Ingram 24" Potable Water Transmission Main:**

This is one of four projects to increase flow and service to West County. This project is will be completed by Nov.



- **US 41 Southbound Utility Improvements from Enterprise Dr. to Morningstar Waterway:**

This is in coordination with an FDOT multi-use path project. The existing water pipes will be replaced with new pvc pipes.

For more information, visit:
US41Utilities.com

OPERATIONS

- **Calls:** 7,610
- **Call Wait Time:** 2 mins 7 seconds
- **Total Customer Accounts:** 61,801
- **Sewer Connections:** 39,772
- **Water Connections:** 61,183

Charlotte County, FL App Requests

- **3 Utilities Billing**
- **1 Misc-Utilities Department**
- **4 Total**

878 Facebook Page Likes

Did you know???

Charlotte County joins elected officials, water utilities, community leaders, educators, and businesses from across the country as part of the fifth annual Imagine a Day Without Water, a nationwide day of education and advocacy about the value of water. Led by the Value of Water Campaign, a thousand organizations across the country will raise awareness on Oct. 23, 2019, about not taking water for granted and the crucial need for investment in our nation's water systems.



CHARLOTTE COUNTY
Utilities