



# Monthly Report August 2020

## County earns Center for Digital Government award

Charlotte County earned a Digital Counties Survey award from the Center for Digital Government and the National Association of Counties. The survey identifies the best county technology practices, including initiatives that streamline government services, encourage collaboration and shared services, enhance cybersecurity and contribute to disaster response and recovery efforts.

“In communicating with our citizens, our mindset is to reach people where and how they want to be reached, whether it’s through monthly emails, social or traditional media, in-person meetings, online surveys and more,” County Administrator Hector Flores said. “Digital communications is a vital tool for keeping people informed, prepared and safe. Congratulations to our staff for being so responsive to changing times and delivering exceptional service digitally and in every way possible.”



## Sales tax vote set for Nov. 3

A referendum is on the ballot this fall regarding extending the 1% local option sales tax for six years. This is not a new tax. It has been approved by voters in Charlotte County for 26 years. Since 1994, it has funded more than 120 projects. If voters choose to extend it, the 1% local option sales tax will fund a variety of projects throughout Charlotte County.



For information, visit the [sales tax page](#) on the county website.

To schedule a presentation for your organization, call Brian Gleason at 941-743-1944. Early voting starts Oct. 19 and Election Day is Nov. 3.

## Libraries, recreation centers reopen

Charlotte County libraries and recreation centers have reopened at reduced capacities and hours.

Englewood Charlotte Public Library reopened Sept. 8 at limited capacity from 10 a.m.-2 p.m. Tuesday-Saturday. Punta Gorda Charlotte Library is now open from 10 a.m.-4 p.m., Tuesday-Saturday. Curbside pickup will continue from 10 a.m.-5:30 p.m., Tuesday-Saturday at all four library locations.

Recreation centers at Ann & Chuck Dever, Centennial, Harold Avenue,

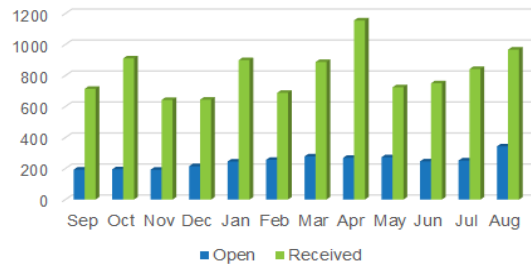
Port Charlotte Beach, South County and Tringali parks are now open with modified programming opportunities that incorporate social distancing.

Visit the [recreation center page](#) on the county website to make reservations for programs and activities.

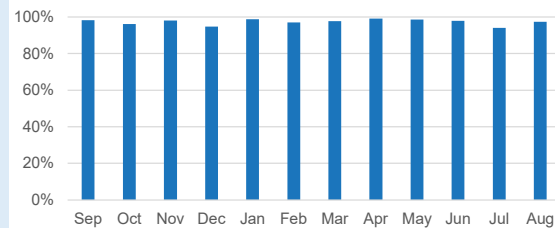
No walk-ins or recreational gym activities, such as pick-up basketball, are currently permitted. See your local recreation center's monthly activity calendar for available programs.

## Information Technology

Service Tickets by Month

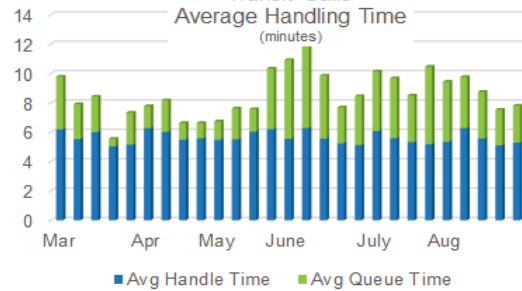


Customer Satisfaction  
% Positive

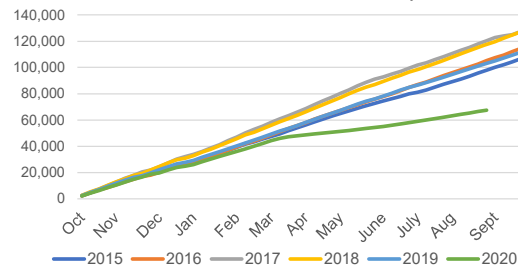


## Transit

Transit Calls  
Average Handling Time  
(minutes)



Annual Cumulative Ridership



## Director Highlights

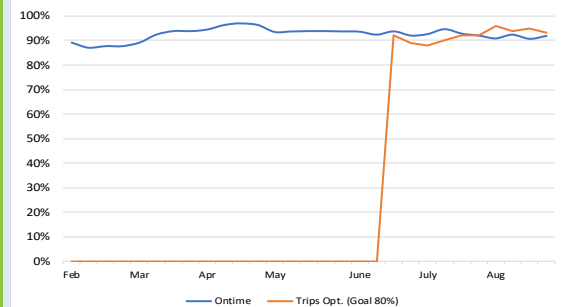
### Transit COVID Operations

Transit operations have been heavily impacted by COVID. Ridership has dropped by 60%-70% and procedures have changed to accommodate social distancing and continual disinfecting.

An upside to this lull is that it has given us an opportunity to upgrade software and pilot a new routing module. Since June over 90% of scheduled trips were able to be electronically "optimized", meaning that the software was able to place the trip on the appropriate route leaving less than 10% to be done manually. The graph below displays the introduction of optimization as well as the continuity of ontime performance.

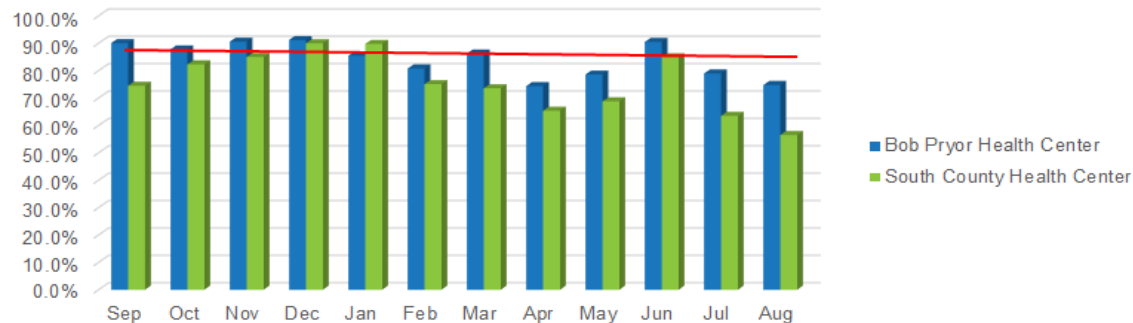
### August 2020

ONTIME PERFORMANCE & TRIPS OPTIMIZED



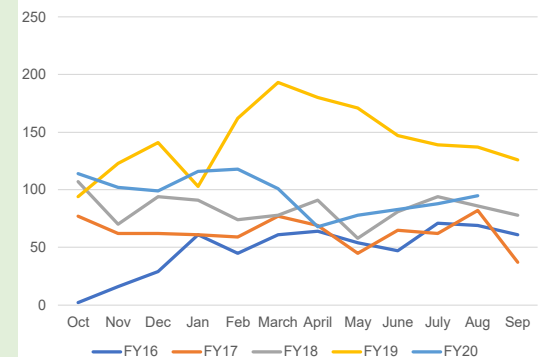
## Health Center

Employee Health Center  
Monthly Appointment Utilization Summary



## Records Management

Record Requests



# WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?

## IN PLANNING

- **Publix** – Supermarket featuring groceries, deli, bakery and meat department at 42051 Cypress Parkway, Punta Gorda (Babcock Ranch). Building permits issued.
- **Family Service Center** – Demolition of existing building and construct new building with associated infrastructure at 21500 Gibraltar Drive, Port Charlotte. Building permits issued.
- **Heritage Landing Pod A** – Modification for proposed multi-family tract within the development consisting of 18, 4-unit coach homes with attached garages and associated infrastructure at 14600 Sycamore Court, Punta Gorda. Building permits issued.
- **Plaza on El Jobean** – Ten unit development for retail and professional services at 1480 El Jobean Road, Port Charlotte. Site plan in review.

## UNDER CONSTRUCTION

- **Port Charlotte Station** – Five Guys and Aspen Dental at 379 Kings Highway, Punta Gorda.



- **AutoZone** – Retailer of automobile parts and accessories at 24066 Peachland Blvd., Port Charlotte.



- **McDonald's** – fast-food chain undergoing demolition and rebuild at 1805 Tamiami Trail, Port Charlotte.



- **Aldi** – Addition to the existing store at 1391 Tamiami Trail, Port Charlotte.



- **P.C. Storage** – Construction of four self-storage buildings, parking and infrastructure at 23950 Veterans Blvd., Port Charlotte.



- **Firestone** – Auto repair and auto parts store at 19560 Cochran Blvd., Port Charlotte.

## COMPLETED!!

- **7-Eleven** – Car wash associated with the gas station at 861 Tamiami Trail, Port Charlotte.



## PROJECTS' SPOTLIGHT

### Babcock Update

- 893 Single Family permits submitted since August 2016
- 689 Certificates of Occupancy issued since August 2016

### Murdock Village Update

- Rezoning was approved for 400+ acres in the western section of Murdock Village in order to have mixed-use development with a maximum of 2,400 single and multi family units, commercial uses, and a 150-room hotel.
- Two preliminary plats in house for Kolter Development.
- Arredondo Pointe/Lost Lagoon Development which includes a mixture of retail, entertainment, water park, and hotel uses.

**Total Single Family Permits Issued: 225**  
Single Family Permits Issued—Babcock: 48

**Total Single Family Certificates of Occupancy Issued: 141**  
Single Family Certificate of Occupancy Issued—Babcock: 13

**Total Permits Issued: 3,607**

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

**Total Permits Issued FY19-20: 28,434**  
(Fiscal Year Oct. 2019—Sept. 2020)

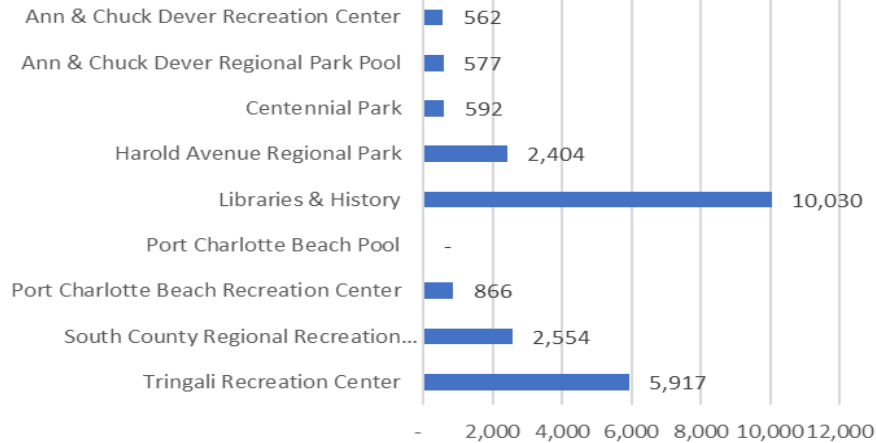
## PERMITTING SNAPSHOT



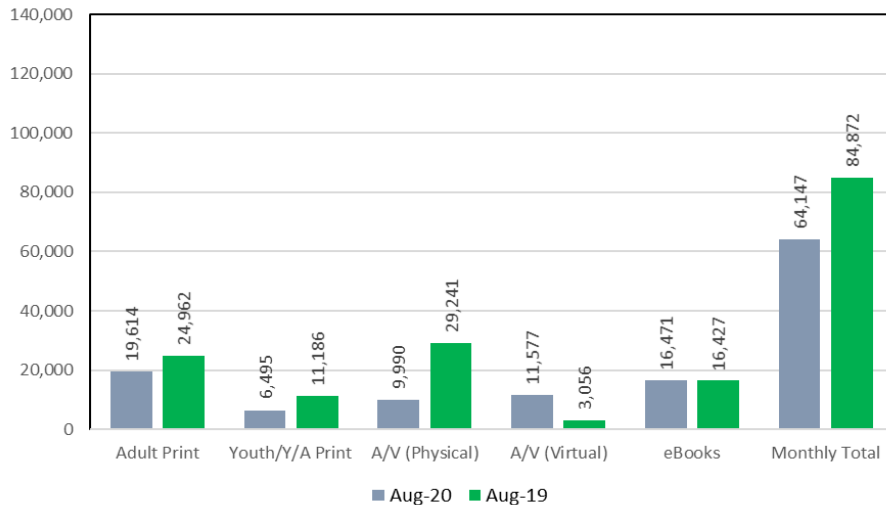
**CHARLOTTE COUNTY**  
Community Development

# Community Services

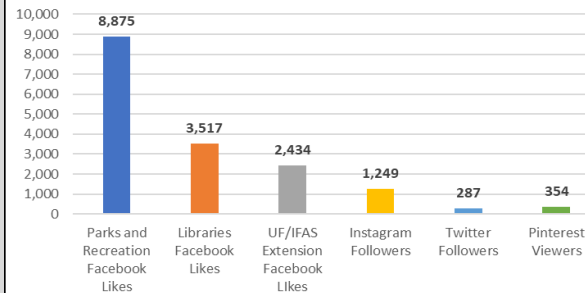
## Virtual Programming Reach



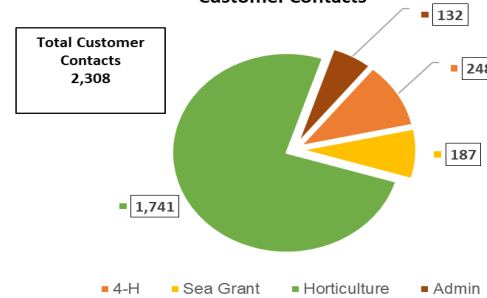
## 2019 - 2020 Circulation Comparison



## Social Media Impact



## UF/IFAS Extension Service Customer Contacts



## Parks and Athletic Field Maintenance

Number of trash bags collected – 4,852

Number of recycling bags collected – 926

## Land Management

87.6 Miles trails maintained

22 acres of exotic flora treated, 15 acres saw palmetto mulched

## Project Management

30 Projects  
\$1,664,138

## Coastal Management

Abandoned/Derelict Vessels - 4 ready to be removed, 2 open cases, 3 cited by LE, 2 At Risk.

### Sea turtle nests

1,447 Loggerhead  
64 Green  
2 Kemps Ridley  
1,513 Total Nests

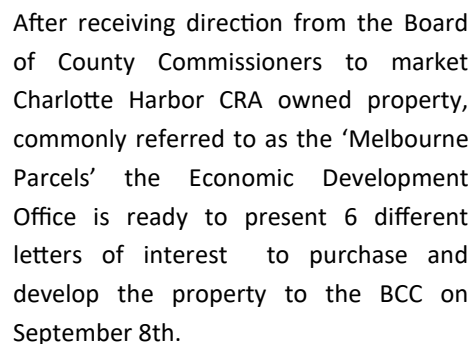
### Shorebirds

Least tern – 72 adults, 12 fledged, 0 nests  
Wilson's plover – 17 adults, 2 fledged, 0 nests  
American oystercatcher – 1 adult, 1 fledged  
Magnificent Frigate bird – 63 adults, 23 fledged, 2 chicks, 0 nests





## Charlotte County CARES for Business Recovery Grant Program



**Board of County Commissioners Chairman Commissioner Bill Truex (right) and Commissioner Stephen R. Deutsch (left) deliver checks to local businesses.**



Charlotte County businesses were hit hard by the COVID-19 pandemic. When Congress assigned \$32.9 million from the federal CARES Act to Charlotte County, the Board of County Commissioners quickly acted to allocate \$6,580,000 to business recovery. The Charlotte CARES for Business Recovery Grant Program launched August 3, 2020 at 8:00am. Since it's launch the program has given over \$400,000 to local business to help them recover from COVID-19 impact. The Economic Development Office with help from County Commissioners Bill Truex and Stephen R. Deutsch have hand delivered each check and look forward to helping more area businesses. For program details and to apply, visit our website: [www.Cleared4Takeoff.com/](http://www.Cleared4Takeoff.com/) Charlotte-Cares.





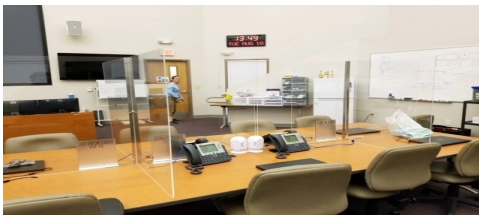
# Facilities Construction & Maintenance

## Recent Accomplishments

- ◆ William R. Gaines Jr. Veterans Memorial Park reached 95% construction completion. The project is expected to be finalized next month.



- ◆ Facilities provided sneeze guards for the Emergency Operations Center situation room and Public Information area to prepare for activation during Hurricane Laura and future storms or emergencies. Sneeze guard placement provides safety and social distancing so emergency operations can continue during the pandemic.

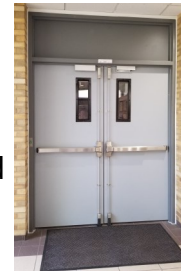


## Building B Restrooms

Plumbing repairs were completed in the Murdock Building B first floor men's and women's restrooms. Toilet and urinal fixtures were replaced and areas impacted by repairs during the project were repaired. Acoustical ceilings were replaced and ceiling lights retrofitted to LED. All Murdock Building B restrooms were evaluated for potential additional improvements that will be completed by inhouse technicians.

## Forward Progress

- ◆ Wharton Smith was selected as the Construction Manager at Risk for relocation of the JB Public Works Yard. This selection will go for Board approval on September 8th.
- ◆ The new Charlotte County Transit Facility, located off Veterans Blvd. near the county fueling station (JB Yard), is at 50% construction design.
- ◆ New doors were installed between Murdock Buildings A & B with painting to be completed on the replacement project.
- ◆ The sales tax funded supplemental backup generator installation at the Justice Center is substantially complete. This generator is anticipated to be fully functional in September to supply power in the event of an outage.

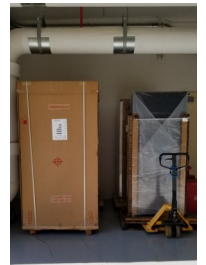


August 2020



## Notable Happenings

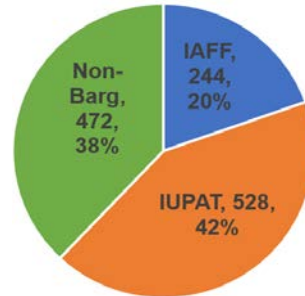
- ◆ FY21 Capital Maintenance Projects (CMP) were evaluated with the contractor. They are preparing the Guaranteed Maximum Price (GMP) for Board approval in October.
- ◆ Public Safety Building UPS replacement equipment was relocated for storage at the jail. The UPS replacement was delayed until after storm patterns break.
- ◆ Two facility supervisor positions were filled with internal promotions, leaving a project coordinator and senior maintenance technician position vacant. A maintenance technician and building control specialist were also hired into the Facilities team during August.



# Human Resources

## Workforce

Employee Count 1,234  
Avg Age 47  
Avg Hourly Rate \$23.27  
Avg Years of Service 9



Retention of New Hires	August	YTD
% completing probation	85.71%	87.7%

## Succession Planning

Ee's in FRS DROP the next 5 years	3.5%
% of Workforce Retired this FY	3.5%

## Separations

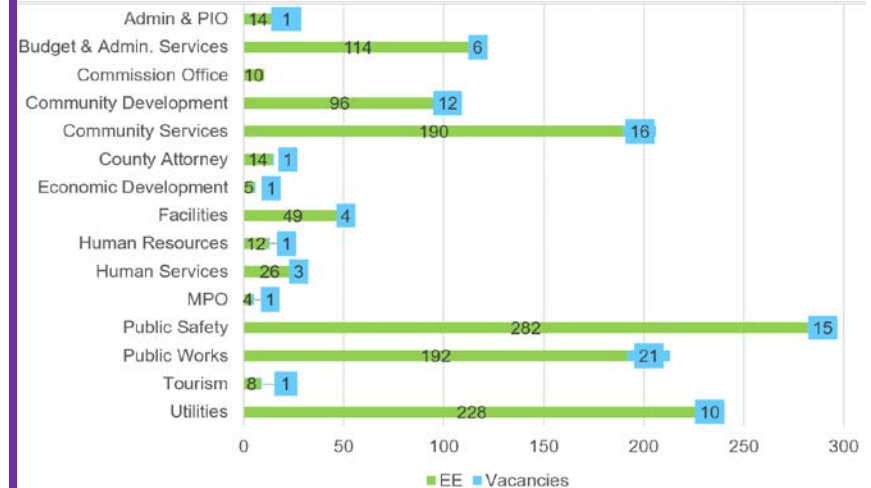
	August	YTD
Turnover	1.0%	10.0%
Separations	12	123



## Training & Development

Training	253 Ee's	7hrs	1,771 contact hrs
% using Tuition Reimbursement			1%

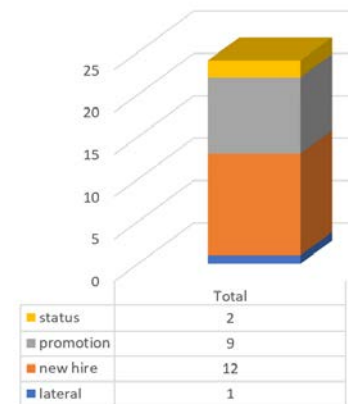
## Employees vs Vacancies



Total Vacancies: 92

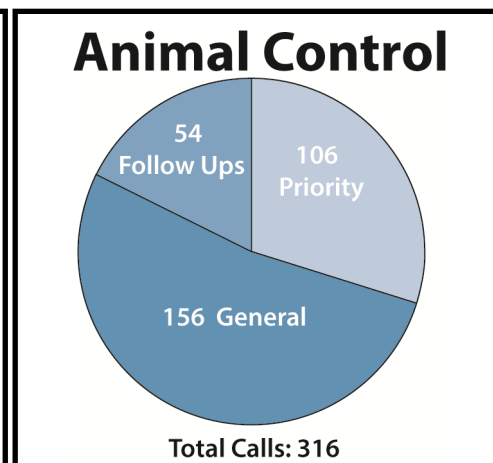
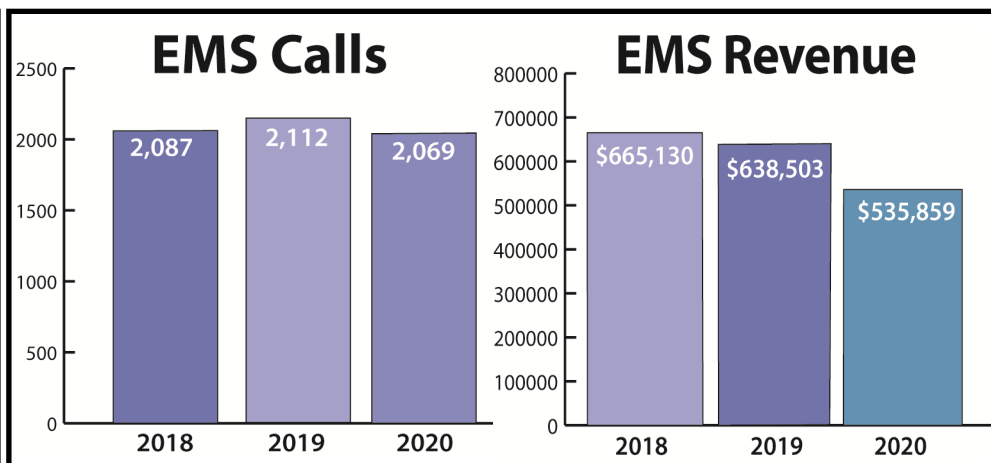
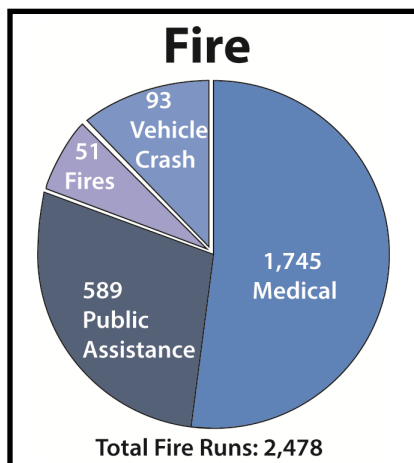
## Recruitment

Applications Taken	471
Job Posting Hits	19,445
New Hires	12
Recruited Pos FT	27
Posted PT/Sea	7





# Public Safety



## Life Goes On

Public Safety does not rest, and that has been evident through this pandemic. Emergency Management and Fire & EMS have stayed extremely busy, and many of our staff have even seen their workload and responsibilities increase. But one area that was scaled back was the training schedule. Many of the training events were canceled as a safety precaution until best practices procedures were established and put into place to keep folks safe.

In August, Fire & EMS Marine Operations hosted a boat operator search and rescue course (BOSAR) with the classroom portion in the headquarters training room and the hands-on part on Charlotte Harbor. The class was taught by the National Association of State Boating Law Administrators (NASBLA), which is recognized by the US Coast Guard as the national standard of training.

The five-day BOSAR course was a mixture of classroom and hands-on training on Charlotte Harbor. The course establishes a uniform and standardized understanding of maritime rescue operations and provides the skills necessary to execute missions safely. "The BOSAR course provides our marine ops team advanced training in boat search and rescue operations. As graduates, we recognized by FEMA and United States Coast Guard," said Marine Operations Battalion Chief Chris Mott.

Adoption and implementation of NASBLA's BOSAR course and training provide a national standard for maritime interoperability at all government levels, ensuring that maritime agencies can interact together and bolster their ability to act as force multipliers across the country.

Marine operations teams from CCFEMS, Ft. Myers FD, Ft. Myers Shore FD, Boca Grande FD, Charlotte County Sheriffs Office, Venice PD, and the FWC sent members to receive the BOSAR training.



CHARLOTTE COUNTY  
FLORIDA

# Public Works

## In the Works

A major stormwater ditch was reclaimed at Eastport off Old Landfill Rd. in Port Charlotte. This is to enhance the drainage for the Loveland & Olean area.



## Did You Know

Here is the newest addition to the Public Works family. A 2020 Volvo EW 60E wheeled mini excavator – one of two in Southwest Florida. The other located in Davie, Florida. These are designed to take the place of a backhoe and teamed with our mini loader, the pair can do just about anything!



## Working Together

In mid-July, contractor, Marine Contracting Group began maintenance dredging for the Manchester Maintenance Dredge project. MCG is currently dredging out in shoal 1 and shoals 2a and 2b in the Ackerman access channel. Clean material is being placed as submerged beneficial use in the Humphrey Basin and unsuitable material is being off loaded at the county upland site and will be hauled off to the county landfill.



Larvicide: **11,166 acres or 17.5 sq. miles - 23 treatments**  
**(5 air missions- 4,080 acres or 6 sq. miles)**

Adulticide: **218,249 acres or 341 sq. miles - 69 treatments**  
**(5 air missions - 61,440 acres or 78 sq. miles)**

350 Landing rate counts - 1476 mosquitos landed

166 mosquito traps 4,888 mosquitos were captured and identified

Aquatics invoiced **\$48,991.66** to MSBUs, Mitigation Sites, and Right of Way

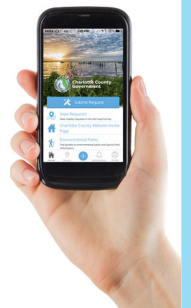
Charlotte County Application Requests  
**August 2020**

Requests Received

**280**

Requests Completed

**223**



## Key Performance Indicators

ACCOM. & TDT

TDT Collections (Prev Month)				
Jun-19	<div></div>	\$309,678		
Jun-20	<div></div>	\$374,896	↑	21.1%
TDT Collections (Current Month)				
Jul-19	<div></div>	\$235,647		
Jul-20	<div></div>	\$339,761	↑	44.2%

Comp Set TDT (Prev Month Sarasota)				
Jun-19	<div></div>	\$1,831,826		
Jun-20	<div></div>	\$1,618,397	↓	-11.7%
Comp Set TDT (Prev Month Lee)				
Jun-19	<div></div>	\$2,947,117		
Jun-20	<div></div>	\$2,337,503	↓	-20.7%

TDT FYTD Collections (Pacing)				
Jul-19	<div></div>	\$3,884,795		
Jul-20	<div></div>	\$3,923,692	↑	1.0%
STR Occupancy (Hotels)				
Jul-19	<div></div>	55.87%		
Jul-20	<div></div>	54.34%	↓	-2.7%

Fiscal Year  
to Date  
  
 1.0%  
 \$38,897

## Recovery/Sports August 2020

### Recent Events

Sugar Bert Boxing National Qualifier  
 August 28-30, 2020  
 Charlotte Harbor Event & Conference  
 Center

This event, originally scheduled for June, was postponed due to COVID. With a variety of safety measures in place, the event was still able to accommodate 401 boxers plus family members over the course of the weekend. Total economic impact is TBD and will be determined once additional



participation details are provided by the tournament organizer.

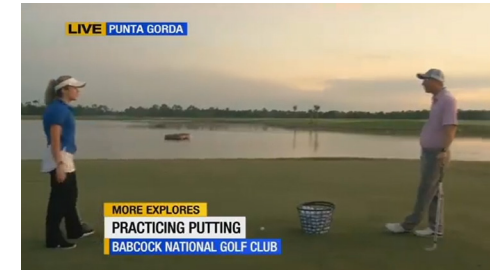
EVP Beach Volleyball Dig the Sun Pro-Am  
 August 28-30, 2020  
 Four Points by Sheraton Punta Gorda  
 Harborside

In its 4th year in Charlotte County, this event expanded by adding a collegiate division which attracted 10 additional teams. Although not a large event in terms of economic impact, the tournament garners extensive media exposure through televised broadcasts over various regional sports networks, primarily in the Midwest and Northeast U.S.

USA BMX Gold Cup  
 August 30, 2020

Charlotte BMX Track at Carmalita Park  
 This regional event attracted 345 participants plus family members from all over the State of Florida as well as 7 other states. The event generated an estimated \$541,027 in total economic impact and approximately 550 hotel room nights.

## Public Relations/Media | August 2020



“Kristen Clark of ABC7’s morning show segment, “More Explores,” featured Babcock National Golf Club and Little Bear Sanctuary on two separate mornings in August. Four segments about Babcock National aired and three aired about Little Bear Sanctuary. These segments are a direct result of public relations outreach. “More Explores” features the great things and people of Southwest Florida.”







## HeartShip Donation Video

### HEARTSHIP DONATIONS



HeartShip is a community participation program with the goal of establishing and maintaining a fund in which qualifying Utility customers may be helped by the charitable contributions of people who care.

To help our community with a HeartShip donation, you can add a contribution to your utility bill payment online or by completing the designated area for "HeartShip Donation" on the top right-hand corner of your bill stub. Or, you can make a check payable to Charlotte County Utilities HeartShip program.

Contributions are tax-deductible.

For more information regarding HeartShip contributions, contact the Utilities Department at 941.764.4300.



## **IMPACTS**

- **Loveland Grand Master Lift Station:** Loveland Blvd. from Midas Ct. and Old Landfill Rd. and Olean Boulevard from Swanee Road to Loveland Boulevard will be closed until Nov 20.
- **Cape Haze Dr. Force Main Replacement:** Cape Haze Drive between Links Lane and Kendall Road has shifted to the northbound lanes until further notice.

Additional Impacts:

[Emergency Utility Notices](#)

## UNDER CONSTRUCTION

- **El Jobean Septic to Sewer Project:** Construction of a wastewater system to service approximately 300 properties with sewer service. For more, information, visit: [ElJobeanProject.com](http://ElJobeanProject.com)
- **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.
- **Cape Haze Dr. Wastewater and Reclaimed Transmission System:** This project is up-sizing the existing 6" sewer lines to 12" on Cape Haze Dr. and adding new 16" reclaimed lines for future customers.



- **Deep Creek Force Main Replacement:** Construction of a larger force main to improve transmission capacity for the Deep Creek neighborhood. This project also includes pumping improvements at several lift stations along the project route. [Project Map](#)

## OPERATIONS

- **Calls:** 6,506
- **Call Wait Time:** 2 mins 50 seconds
- **Total Customer Accounts:** 63,139
- **Sewer Connections:** 40,834
- **Water Connections:** 62,497

### Charlotte County, FL App Requests

- **1 Misc.—Utilities Department**
- **5 Utilities Billing**
- **1 Utilities Department Service**
- 7 Total**

**996 Facebook Page Likes**

### **2019 Water Quality Reports:**

<https://tinyurl.com/2019-CCR-PeaceRiver>

<https://tinyurl.com/2019-CCR-BurntStore>

### Important Information:

Water shutoffs and late fees have been suspended due to the coronavirus outbreak.

**The Customer Support Center is open by appointment only. To schedule an appointment, call 941-764-4300. Walk-in services other than the payment drop box will not be available.**

**Customers can still drop-off their payments in the various payment boxes, pay their utility bill using the convenient electronic bill or by phone at 941.764.4300.**

[Payment Options](#)

***To provide, safe, reliable drinking water, reclaimed water and wastewater service for the enrichment of the community.***