

# Monthly Report

## August 2021



CHARLOTTE COUNTY  
FLORIDA

## Administration

# Family Services Center to Open in Parkside

Phase 1 of the Family Services Center will open in the Parkside neighborhood by the end of September. The project was funded by the voter-approved 1% sales tax.

The Neighborhood and Intake Services Divisions will be the first to move in August and will be joined by six other local organizations or agencies: The Boys & Girls Club, Charlotte Behavioral Health, Charlotte County Sheriff's Office, Jewish Family and Children's Services, Florida Department of Health, Charlotte Alliance for a Safe and Drug Free Community and the Hearing Impaired Persons of Charlotte County.

The concept behind the 17,000-square-foot facility is to offer a shared vision, common intake



process, defined, shared roles and collective outcomes that will ensure efficient, effective and successful delivery of services to county residents.

Through collaboration, each organization will strengthen their missions and further the collective vision for a healthy, vibrant Charlotte County.

## Census Bureau: Charlotte County population grows to 186,847

The Census Bureau released county-level population data last month. As of April 1, 2020, the official Charlotte County population was 186,847. That is a 16.8% increase over the April 1, 2010 population of 159,967. The figure is slightly lower than the July 1, 2019 population estimate

of 188,910.

The percentage of our population age 18 and over was 87.9%, the highest in the state. Sarasota was 86.3% and Lee was 82.6%. The same figure for Charlotte County in the 2010 Census was 88.2%.



## FEMA flood rating changes begin Oct. 1

The National Flood Insurance Program is implementing a new phased methodology for rating flood insurance policies. This will affect many flood policies in Charlotte County. The new methodology will enable the Federal Emergency Management Agency to deliver rates that are actuarially sound, equitable, easier to understand and better reflect a property's flood risk.

New policies beginning Oct. 1, 2021, will be subject to the new rating methodology. Existing policyholders eligible for renewal will be able to take advantage of immediate decreases in their premiums.

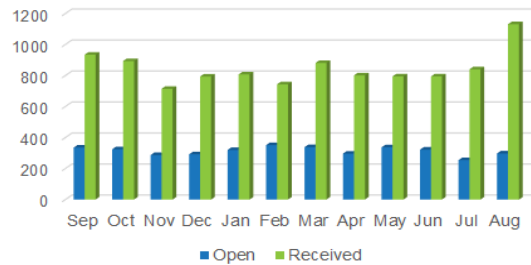
All remaining policies renewing on or after April 1, 2022, will be subject to the new rating methodology.

Contact your insurance provider to find out how this will affect you. To locate an insurance agent near you, go to [www.FloodSmart.gov](http://www.FloodSmart.gov).

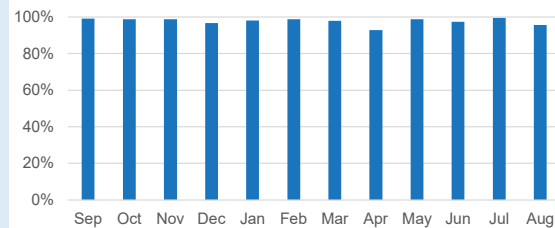
For information about Risk Rating 2.0, visit [www.fema.gov/flood-insurance/risk-rating](http://www.fema.gov/flood-insurance/risk-rating).

## Information Technology

Service Tickets by Month

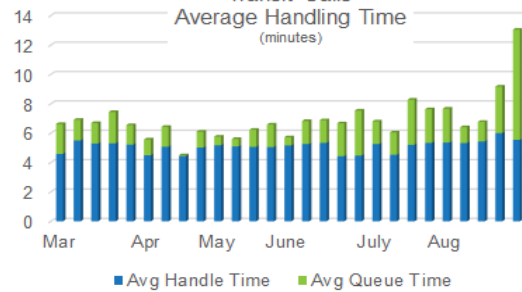


Customer Satisfaction  
% Positive

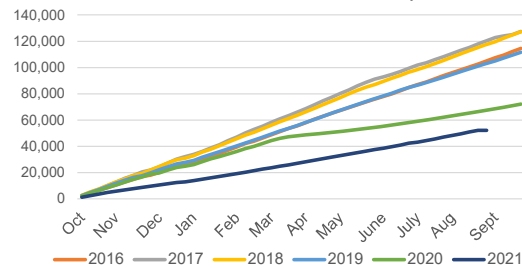


## Transit

Transit Calls  
Average Handling Time  
(minutes)



Annual Cumulative Ridership



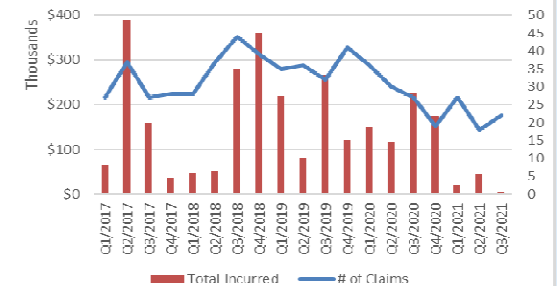
## Director Highlights

### Workers Comp & Safety

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.

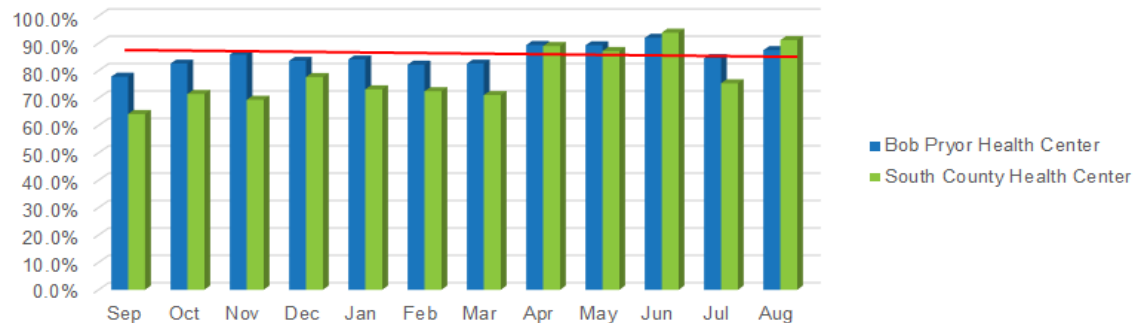
### August 2021

Frequency & Severity by Quarter



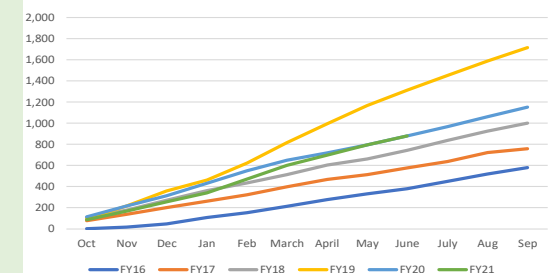
## Health Center

Employee Health Center  
Monthly Appointment Utilization Summary



## Records Management

Record Requests



# WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?

## IN PLANNING

**Piper Rd. Distribution Center** 250,950 sq. ft. distribution center with associated infrastructure located at 9301 Piper Road, Punta Gorda.

**Babcock Ranch School Expansion & SWFRES** two buildings and associated infrastructure located at 43301 Cypress Parkway, Punta Gorda, FL.

**O'Reilly Auto Parts** 7,453 sq. ft. commercial building with associated infrastructure located at 24000 Beatrix Blvd., Port Charlotte.

**Village Marketplace** 2,495 sq. ft. restaurant with a drive thru and three 1,286 sq. ft. units of retail space located at 1799 Tamiami Trail, Port Charlotte.

**Dunkin Donuts and Heartland Dental** Development located at 5605 S. McCall Road, Port Charlotte.

**Restaurant and retail** 34,700 sq. ft. restaurant and 24,660 sq. ft. commercial retail located at 22801 Bayshore Road, Punta Gorda.

**Assisted Living Facility** 140,805 sq. ft., 200-bed ALF building with associated infrastructure located at 5272 & 5282 Duncan Road

## UNDER CONSTRUCTION

**Total Wine and More** Utilizing the 28,000 sq. ft. former "Lucky's" building located at 1720 Tamiami Trail, Unit 104, Port Charlotte.



**BJ's Wholesale** 103,120 sq. ft. retail building with associated infrastructure located at 19150 Quesada Ave., Port Charlotte.

**Take-5 Oil Change** Apartment complex 5,100 sq. ft. quick oil change located at 19205 Quesada Ave., Port Charlotte.



**Modwash Car Wash** automated car wash located at 19740 Cochran Blvd., Port Charlotte.

**76 Gas Station and Daybreak Market** Gas station and convenience store, with drive thru restaurant, stand-alone automated car wash located at 19100 Peachland Blvd., Port Charlotte.



## COMPLETED!!

**Crescent B Commons** 51,447 sq. ft. Publix, and two 7,800 sq. ft. freestanding commercial buildings, one of which includes a drive-thru located at 42031, 42042, and 42051 Cypress Parkway in Babcock Ranch.



## PROJECTS' SPOTLIGHT

### Babcock Update

- 1,457 Single Family permits submitted since August 2016
- 1,070 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.
- Homes currently under construction, first family has moved in!
- Arredondo Pointe/Lost Lagoon Development which includes a mixture of retail, entertainment, water park, and hotel uses.

**Total Single Family Permits Issued:** 302  
Single Family Permits Issued—Babcock: 24

**Single Family Certificates of Occupancy Issued:** 162  
Single Family Certificate of Occupancy Issued—Babcock: 65

**Total Permits Issued for the month:** 2,960

**Total Permits Issued FY19-20:** 32,037  
(Fiscal Year Oct. 2019—Sept. 2020)

**Total Permits Issued FY20-21:** 32,517  
(Fiscal Year Oct. 2020—Sept. 2021)

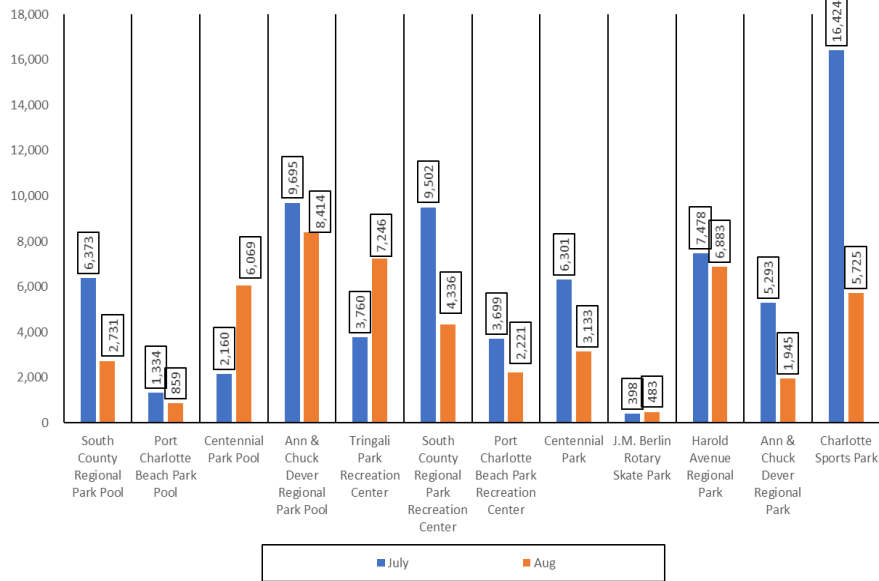
## PERMITTING SNAPSHOT



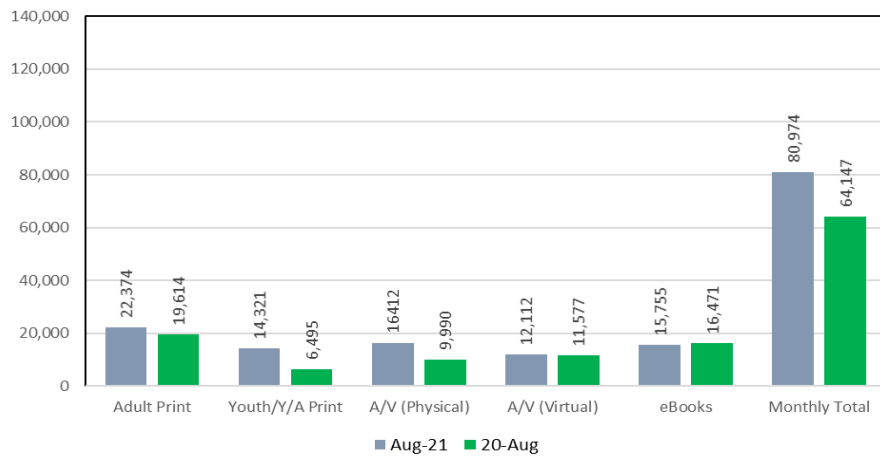
**CHARLOTTE COUNTY**  
Community Development



**Recreation Centers and Aquatic Facilities Attendance**

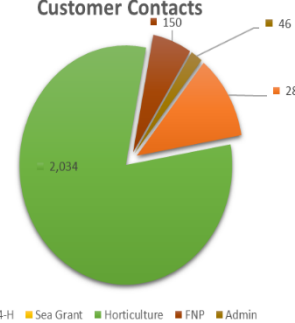


**2020 - 2021 Circulation Comparison**

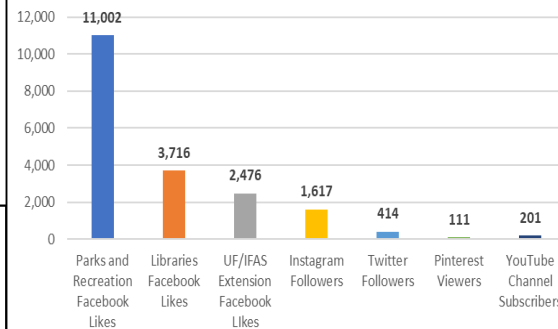


**UF/IFAS Extension Service Customer Contacts**

Total Customer Contacts  
2,517



**Social Media Impact**



## Coastal Management

### Abandoned/Derelict Vessels Program

- 1 Removed
- 1 ready for removal
- 1 cited by law enforcement
- 6 open case

### Coastal Lighting

- 16 Permit Reviews, 2 inspections

## Parks and Athletic Field Maintenance

- 178 Youth Leagues and Adult Softball practices
- 5,013 Trash bags collected
- 786 Recycling bags collected

## Land Management

- 87.6 Miles trails maintained
  - 17 acres exotics
- ### Project Management
- 39 Projects /\$1,109,078

## Sea Turtles

1,575 Loggerhead

91 Green

1 Kemps Ridley

## Shorebirds/Seabirds

### Adult High Count

Least Tern – 0  
Snowy Plover – 2  
American Oystercatcher – 2  
Black Skimmer – 155  
Wilsons Plover - 15

### Nest High Count

Least Tern – 0  
Black Skimmer - 0

### Chick High Count

Least Tern – 2  
Black Skimmer - 31  
Wilsons Plover – 2  
American Oystercatcher-1



### Professional Development

Our Business Retention & Expansion Manager, Amanda Benton, recently completed the International Economic Development Council's *Entrepreneurial & Small Business Development Strategies* Course. Economic development is a highly multidisciplinary profession, so it is important to be trained in several different areas. This course is one of six required to become a Certified Economic Developer (CED), an achievement Amanda hopes to reach next fall.



### Southern Economic Development Council's 75th Annual Conference

Kay Tracy, Joshua Hudson and Amanda Benton traveled to Tampa to attend the Southern Economic Development Council's 75th Annual Conference. The conference featured panels and discussion on a variety of topics including trends in economic development, the impact of Covid-19, and the future of economic development. Redevelopment Manager, Joshua, sat on a panel hosted by GIS WebTech. Our website features GIS WebTech's Recruit tool to highlight land available for development in the county. Joshua highlighted the different features of the Recruit tool on our website and how it puts a spotlight on opportunity in Charlotte County.

Visit our recruit site at: [cleared4takeoff.giswebtechrecruit.com/](https://cleared4takeoff.giswebtechrecruit.com/)



Follow us on social media for information and the latest economic development news.





## Family Services Center Phase 1

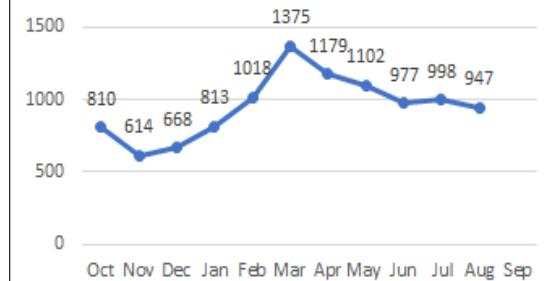


A Certificate of Occupancy was issued on August 5, 2021 finalizing the construction of the new Family Services Center facility. A 2014 Tier 1 sales tax project, the Family Services Center began design in August 2019 and completed design in July 2020. Construction followed in September 2020. The project will continue with demolition of the existing building, and the contract for construction will be completed in December 2021. The new facility is a replacement of the existing building located on the same property. The new building was programmed at 17,410 sf and will offer space for Human Services' 211 Division, lease space for community partners, a teaching kitchen, and temporarily youth services. The project officially became Phase 1 when Phase 2 of the project was approved as a 2020 sales tax project by voters this past November. The new Phase 1 facility benefits the citizens by offering a central combined location to provide multiple resources to the community.

## Progress

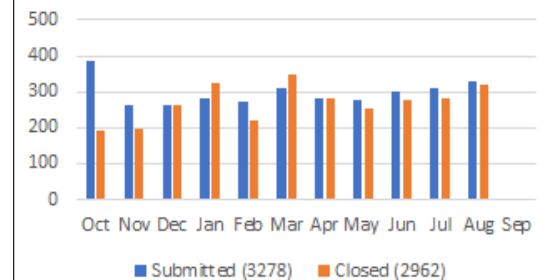
- ◆ The Construction Manager at Risk shortlisting for the Family Services Center Phase 2 is complete, with Board approval of first-ranked Tandem Construction scheduled in September. Contract negotiations are complete for design with Fawley Bryant Architects.
- ◆ Progress on the new Transit facility includes exterior stucco completion, sewer line installation, and 80% completion of water control structures. Interior space is 70% complete with drywall and all windows installed.
- ◆ Fire Station 10 progress includes installation of the kitchen hood, interior insulation and drywall, exterior stucco, and generator. Permanent power will be connected soon, and the propane tank installed.
 
- ◆ Construction began on the LED sports lighting retrofit at Ann and Chuck Dever Regional Park pool.
 
- ◆ Shortlisting for the Construction Manager at Risk for the CCSO Administration Building was completed with Wharton-Smith as the selected firm.
- ◆ Purchase order was issued for replacing the damaged sign at William R. Gaines Jr. Veterans Memorial Park.

## FY21 Calls by Month

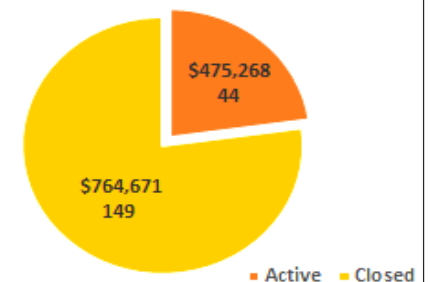


## FY21 Work Orders

(excluding Jail)



## Small Projects

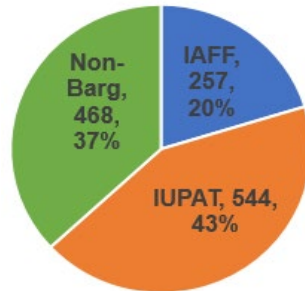




# Human Resources

## Workforce

Employee Count 1,269  
Avg Age 46  
Avg Hourly Rate \$23.72  
Avg Years of Service 8.53



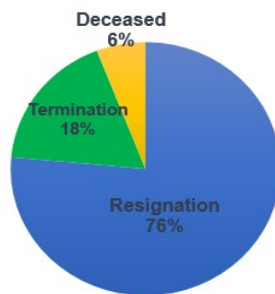
Retention of New Hires	August	YTD
% completing probation	89%	86.7%

## Succession Planning

Ee's in FRS DROP the next 5 years	3.2%
% of Workforce Retired this FY	2.4%

## Separations

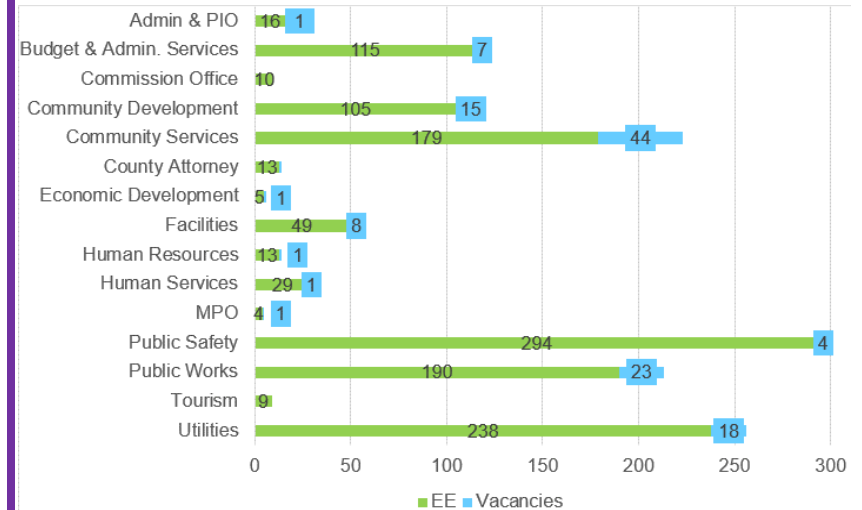
	August	YTD
Turnover	1.3%	12.1%
Separations	17	154



## Training & Development

Training	699 EE's	11 hrs	7,689 contact hrs
% using Tuition Reimbursement			1%

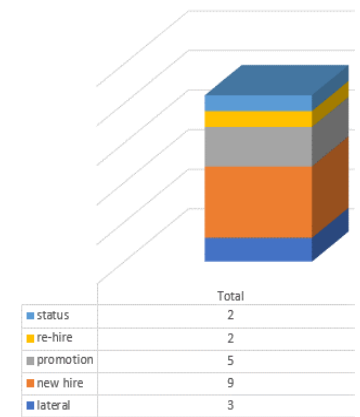
## Employees vs Vacancies



Total Vacancies: 125

## Recruitment

Applications Taken	582
Job Posting Hits	37,023
New Hires	9
Recruited Pos FT	46
Posted PT/Sea	9







Throughout August, Human Services began what will be a year and a half transition from our Loveland Blvd. office to Phase I of the new Family Service Center at 21500 Gibraltar Drive. The Intake and Neighborhood Services Divisions are the first to relocate and prepare the building for incoming community partners. If possible stop by to see the facility, our new Parkside neighbors have been!

## COMPLETE

Veteran Services Manager, Jocey Henderson and Veteran Service Officer, Ivey Winkler completed 32 hours of training and testing by the National Association of County Veteran Service Officers (NACVSO). Both team members now hold national accreditation in addition to Florida Department of Veterans Affairs, Disabled American Veterans, and American Legion.

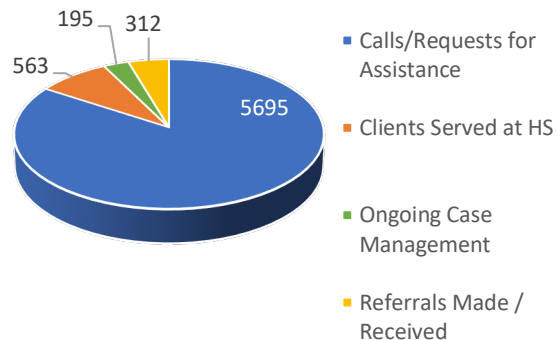
## ON THE HORIZON

200 Hurricane kits have been assembled through the generosity of The Patterson Foundation and Home Depot Foundation Funds and supplies were provided to create reusable bags and buckets holding flashlights, masks, rain ponchos, cleaning/sanitizing supplies, toilet paper and emergency information packets. Volunteers from local churches and nonprofit organizations are continuing to be distributed kits to low-income residents throughout Charlotte County.

## MAKING WAVES

Veteran Service Officer, Trisha Rodriguez greeted veterans and family members at the Englewood Home Depot. As a result, she met many veterans that were not aware of our services! We continue to conduct outreach while practicing COVID safety protocols. Assistant Veteran Service Officer, Robert Luzarraga joined Trisha for the Punta Gorda Chamber of Commerce Job Fair and scheduled several veterans for benefits reviews on the spot!

### August Service By The Numbers



*"We help you navigate life's choppy waters"*

Below: The Englewood Home Depot "Build Team", including Patrick Fuller, Director EOC.



**Our Mission: Connecting people and resources.**



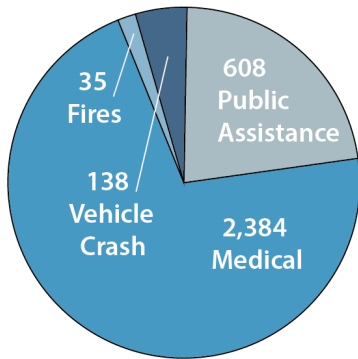
Above: Veterans Outreach at the Punta Gorda Job Fair with Rob Luzarraga and Trisha



Right: Trisha Rodriguez, VSO greeting Veterans at the Home Depot!

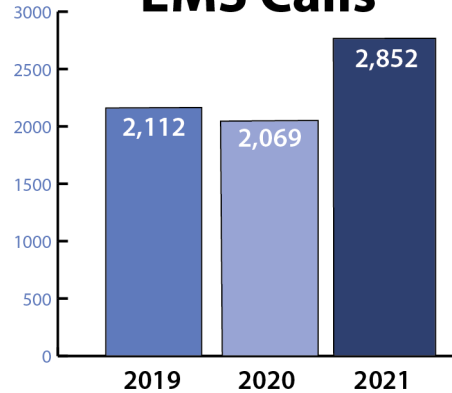
# Public Safety

## Fire

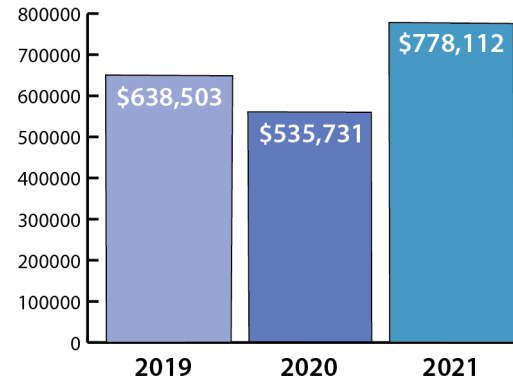


Total Fire Runs: 3165

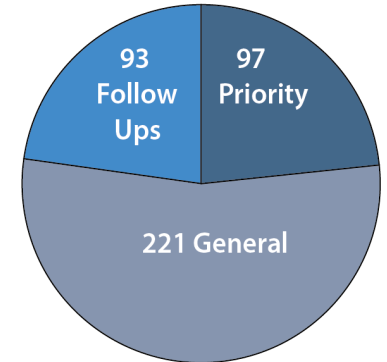
## EMS Calls



## EMS Revenue



## Animal Control



Total Calls 411

## Growth

Charlotte County Fire & EMS has several building projects underway. Three stations and an ARFF (aircraft rescue & fire fighting) training facility are all under construction. Station 10 on Don Pedro Island is scheduled to be completed in Nov. The new station will replace the current aging station and will provide room for future growth. The new building is being built to current hurricane standards and is rated to withstand a category 5 hurricane. If Emergency Management orders an evacuation of the barrier islands due to a storm, our crews will leave the island like everyone else. When the all-clear is given and the storm has passed, we will be able to return and quickly resume emergency services to the island's residents.



The new Station 5 is being built on Burnt Store Road and will provide coverage to the growing number of residents moving to the south Burnt Store Road area near the county line. Station 5 and Station 2 are both scheduled for completion by early 2022. Station 2 is being built just up the road from its current location. The new station will easily accommodate future station growth needs and be able to serve the community for years to come.



The ARFF training facility is under construction at headquarters. The training facility will allow our staff to meet FAA training requirements without traveling across the state. Our county will also become a destination for other departments who need to satisfy their training needs. Our training prop will become the second one in the state, with the first one located in Jacksonville.



## In the Works

Our contractor is paving Atwater Street as part of the FY21 Road and Bridge Paving program. This program officially started on July 19th, 2021. When the Road and Bridge Paving program is complete, approximately 19.9 miles of road and bridge roadways will be repaired and resurfaced. This includes CR-74 (Bermont Road), Winchester Boulevard South, Atwater Street, Olean Boulevard, Chancellor Boulevard, and Hillsborough Boulevard.



## Did You Know

What started off as a small depression off Bermont Rd. turned into a big project for the team. The joint of the pipe underneath the road was leaking which created the dirt around the pipe to sink. Our maintenance and operations teams went out to the site and cut the road around the hole to investigate. They excavated around the pipe to locate the leak, wrapped the pipe and repaired the joint, then they filled the hole with asphalt and paved the road.



## Working Together

Jeff Keyser, the Project Manager for the Olean Boulevard Widening Project, had a visitor at the project site. Arvin has been watching the construction from the start and had some questions for the Project Manager. Jeff met with Arvin and discussed the variety of construction equipment used onsite and the different construction methods used to construct the project. Looks like Charlotte County is growing a future Project Manager!



Larvicide:	<b>9,241 acres or 14.4 sq. miles - 60 treatments</b>
Adulticide:	<b>310,710 acres or 485 sq. miles - 93 treatments</b>
Landing rate counts performed	412
Number of CDC traps distributed and collected	134
Total number of mosquitos Identified to species	12,493
Accela Complaints resolved	93
Telephone complaint resolved	42
Aquatics invoiced <b>\$ 59,233.53</b> to MSBUs, Mitigation Sites, and Right of Way.	

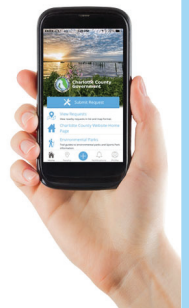
## Charlotte County Application Requests August 2021

Requests Received

**156**

Requests Completed

**263**





## Key Performance Indicators

### Tourist Development Tax Collections TDT (Current Month)

Jul-20	\$339,761	↑ 70.1%
Jul-21	\$578,083	

### Tourist Development Tax Collections TDT (Prev Month)

May-20	\$158,981	↑ 195.0%
May-21	\$468,992	

## PureFlorida.com

### Website Traffic

Users: 75,027

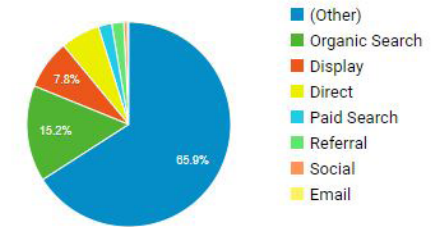
Pageviews: 143,717

Top Origin Markets:  
FL, NY, IL, OH, GA, PA, NC, NJ, IN, MA

New vs. Returning Visitors: 87.1% vs.  
12.9%

### Digital Channel Breakdown

Digital Channel Breakdown: August 1 – 31, 2021



## Sports August 2021

### RECENT EVENTS

#### Charlotte County Soccer Federation – Warrior Soccer National Championship Centennial Park//August 21-22, 2021

Centennial Park was home to our inaugural Warrior Soccer Tournament National Championship. More than two hundred athletes from across Florida traveled to Charlotte County to compete in a 3 versus 3, 5 versus 5, and 7 versus 7 National Championship. This tournament will be expanded next year to include South County Regional Park fields.



#### NPC Mel Chancey – Harbor Classic Competition

Charlotte Harbor Event Center//August 27-29, 2021

Over three hundred athletes from across Florida competed in the body building, figure, and bikini classes at the Charlotte Harbor Event Center. This competition hosts both amateur and professional classes.



\*\*Due to rising COVID numbers, some teams have decided not to participate in our USA Softball Youth and Adult Tournaments. These tournaments will be rescheduled.

### SPORTS CORNER

The VCB Sports Division attended the Connect Sports Conference in Tampa. This conference connects destinations such as Charlotte County with event rights holders, national governing bodies, and other associations that host events, tournaments, and trainings. This provides Charlotte County a chance to highlight our sports venues and the various assets we have to offer our client, athletes, and their families.

### FUN FACTS

Body builders that compete can actually overtrain. When this happens, the body tears down muscle and stores fat. This also depletes the athlete of energy, which tends to make the body sluggish over time. This is one of the main reasons for burnout in the sport. The body builds muscle during the resting period, not during intense training.

## Public Relations/Media August 2021

A total of 13 media placements were secured. These placements had a reach of almost 67 million and a media ad value of approximately \$433K.

PuntaGorda/Englewood @RealPureFlorida · Aug 4  
Check out why Punta Gorda/Englewood Beach is the best place to live and play golf [bit.ly/3A88IHf](https://bit.ly/3A88IHf)  
@golfcoastmag  
#BestSideOutside #LoveFL #Golf #Travel



The Annual Florida Outdoor Writers Association conference was held in Venice, Florida this year. Media included Coast Angler Magazine, Salt Water Sportsman, and Florida Game & Fish.





## HYDRANT FLUSHING



- **Hydrant Flushing:**

To maintain water quality throughout the distribution system and ensure our water meets your expectations, our team performs the critical task of hydrant flushing.

When hydrant flushing occurs in your neighborhood, you may notice low water pressure from your faucet. Low pressure is a normal occurrence, and the water is safe to use and consume.

If you have any questions regarding hydrant flushing, please call us at 941.764.4300.



## IMPACTS

- **Deep Creek Sewer Force Main Replacement:**

Various intersection and lane closures will occur along Rampart Boulevard from Nuremberg Boulevard to Rio De Janeiro Avenue.

**Additional Impacts:**

[Emergency Utility Notices](#)

## UNDER CONSTRUCTION

- **Ackerman Septic to Sewer Project:**

Construction of a wastewater system to service approximately 2,135 properties with sewer service. Zones 1, 2 and the vacuum station are currently underway. Crews have started on the water main replacement along Ackerman Avenue. Residents may experience low pressure while crews are testing and flushing the new water lines. Staff is constantly monitoring the water quality and it is safe for consumption while this work is occurring.

For project information:

[AckermanProject.com](http://AckermanProject.com)

- **Deep Creek Sewer Force Main Replacement:**

Construction of a larger sewer 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. Crews are restoring the easements and roadway crossings along Rampart Boulevard.

[Project Map](#)

- **El Jobean Septic to Sewer Project:**

Construction of a wastewater system to service approximately 300 properties with sewer service. On-site sewer connections for Phase 2 have started. Residents will receive a door hanger approximately one week before the connection of your home. Phase 1 connections are expected to begin next month.

For project information:

[ElJobeanProject.com](http://ElJobeanProject.com)

**Utilities Projects:**

[Utilities Projects | Charlotte County, FL](#)

## OPERATIONS

- **Calls Presented:** 10,644
- **Call Wait Time:** 8 minutes 3 seconds
- **Total Customer Accounts:** 64,894
- **Sewer Connections:** 42,099
- **Water Connections:** 64,246

### Charlotte County, FL App Requests

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

**1,177 Facebook Page Likes**

### **2020 Water Quality Reports:**

<https://tinyurl.com/2020-CCR-PeaceRiver>

<https://tinyurl.com/2020-CCR-BurntStore>

### Important Information:

**Water shutoffs and late fees resumed on July 6, 2021. Customers with previous past due bills will be automatically enrolled in a payment plan.**

**Customer Support is available at  
941.764.4300 or  
[CCUSupport@CharlotteCountyFL.gov](mailto:CCUSupport@CharlotteCountyFL.gov)**

### Payment Options

**Providing safe, reliable  
drinking water and  
wastewater service  
since 1991.**

