



Monthly Report November 2021



CHARLOTTE COUNTY
FLORIDA

Administration

Tourism a boon for Charlotte County economy

Numbers from the county's annual tourism research firm paint a robust picture for our most recent fiscal year and a rosy scenario for the near future.

According to the Downs & St. Germain report, here are a few key performance indicators for FY 2021 (Oct. 1-Sept. 30) versus the prior year:

- \$6,071,981 collected in tourist development taxes (up 36.8%)
- 863,000 visitors (up 23.4%)
- \$844 million in total economic impact (up 35.7%)
- 1.1 million room nights (up 11.4%)

These additional figures demonstrate how vital tourism is to our economy:

- Tourism supports 10,752 jobs in Charlotte County (one job for every 80 visitors)
- Tourism jobs generate \$248,251,200 in wages and salaries
- Visitors save each county household an average of \$875 on their annual tax liability (up from \$703 in FY 2020)

Part of the tourism development tax revenue noted above gets reinvested into marketing. The report showed how effective that marketing has been.

Every dollar spent by the Punta Gorda/Englewood Beach Visitor and Convention Bureau on marketing, sales, and public relations efforts is associated with \$63 in visitor spending in the county. Twenty-two percent of visitors came here for the first time, with beaches and other outdoor activities among the top reasons for visiting. One out of four visitors surveyed said they had seen coverage of the county online, in newspapers or on television.

The future should produce more good news. Despite the rising number of tourists overall, foreign visitors made up only 2% of the 2021 figures.

County ranks No. 1 in Florida for recycling

For the fourth year in a row, Charlotte County was recognized by the Florida Department of Environmental Protection for exceeding the state's 75% goal for county recycling. DEP Deputy Secretary John Truitt presented the Recycling Recognition Award to county staff from the Solid Waste Division at the agency's Florida Recycles Day ceremony on Nov. 17.

The county's 78% recycling rate for 2020 tied for first in the state with Pinellas County.

"We're honored to recognize these organizations with Recycling Recognition Awards for their commitment to protecting Florida's environment." Truitt said.



Solid Waste Division Operations Manager Richard Allen, second from right, and Solid Waste Supervisor Lorenzo Daetz, third from right, attended the Florida Department of Environmental Protection's Florida Recycles Day to receive DEP Recycling Recognition Award.

Get your One Charlotte, One Water calendar

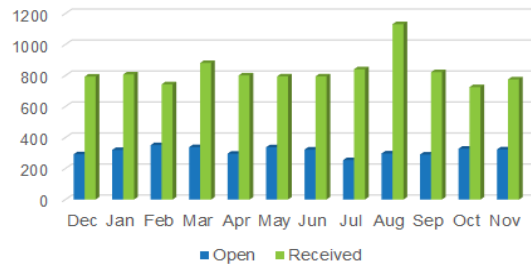
Free 2022 One Charlotte, One Water calendars are available at county facilities, while supplies last.

The calendars feature photos submitted by county residents and visitors and information about the county's waterways. Contest contestants submitted more than 125 photos.

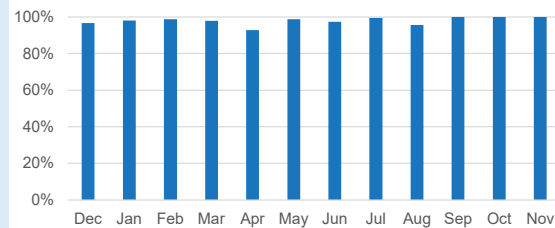
For a list of locations where calendars can be picked up, [click here](#).

Information Technology

Service Tickets by Month

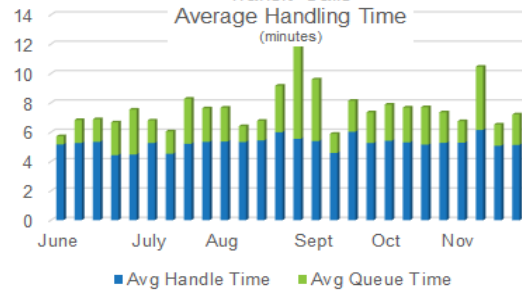


Customer Satisfaction % Positive

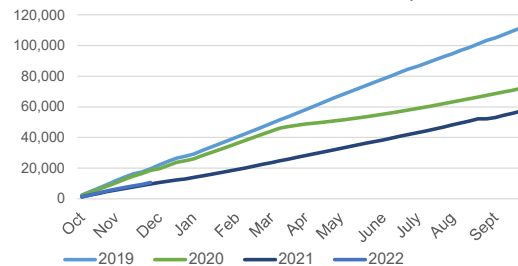


Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership



Director Highlights

Cyber Security

Whether we consciously acknowledge it, or not, cybersecurity is increasingly integrated into our work and personal lives. Our security team focuses on the continuous improvement of our cybersecurity posture through the addition of new technologies and processes, upgrade of existing capabilities and modernization of our security infrastructure. Current projects include the upgrade of our Utilities critical infrastructure, additional end-user cybersecurity awareness training, strengthening of our remote user protections and identification, and improving our incident response capabilities.

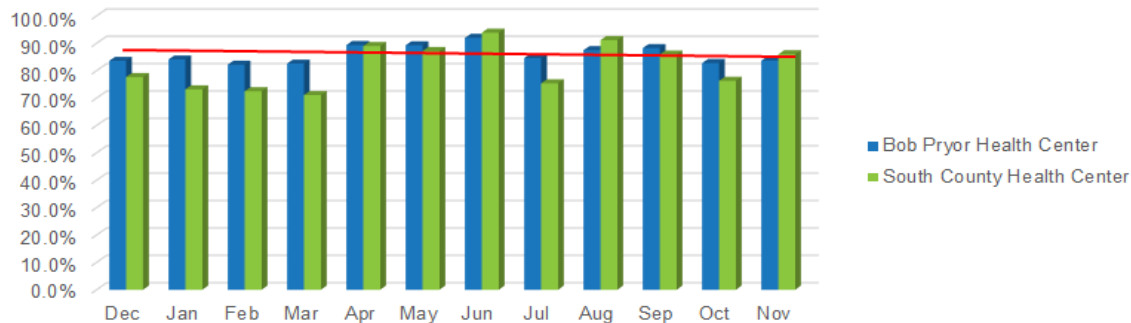
The statistics below represent a typical month for Charlotte County and illustrate the need for vigilance.

November 2021

Total Inbound Email	1,035,448
Malware	738
Phish	17,787
SPAM Blocked	348,039
Blocked by Rule	314,537
Accepted Email	354,347

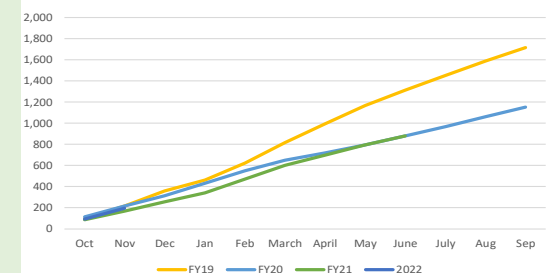
Health Center

Employee Health Center Monthly Appointment Utilization Summary



Records Management

Record Requests



WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?



PLANNING STAGE



UNDER CONSTRUCTION



COMPLETED!!



Farlow's Restaurant

1980 S. McCall Road, Englewood

New parking lot for the existing Farlow's restaurant.

North Port Plaza

14520 Chancellor Boulevard, Port Charlotte

A one-story 15,300 sq. ft. shopping plaza.

Fawcett Memorial Hospital

21260 Olean Boulevard, Port Charlotte

47,200 sq. ft. 2-story Surgery & Intensive Care Unit

Village Marketplace

1799 Tamiami Trail, Port Charlotte

2,495 sq. ft. restaurant with a drive thru and three 1,286 sq. ft. units of retail space.

Dunkin' Donuts and Heartland Dental

5605 S. McCall Road, Port Charlotte

Retail Development consisting of a Dunkin' Donuts and dental office.

Urgent Care Facility

19580 Cochran Blvd., Port Charlotte

5,100 sq. ft. retail/medical building.

Culver's Restaurant

26440 Jones Loop Road, Punta Gorda

4,190 sq. ft. restaurant with an outdoor patio and a drive thru.

Airport Commerce center Lot 1

28281 Woodlawn Dr., Punta Gorda

40,000 sq. ft. warehousing and distribution.



BJ's Wholesale

19150 Quesada Ave., Port Charlotte

103,120 sq. ft. retail building with associated infrastructure.

Starbucks

2901 S. McCall Road, Englewood

2,500 sq. ft. building with associated parking and drive thru lane.



Charlotte Commons

Apartments 24150 Beatrix Blvd., Port Charlotte

Apartment complex with 264 units, and clubhouse.

Sunseeker

4949 Tamiami Trail, Port Charlotte

Mixed-use development consisting of 783 hotel units, restaurants, bars, and retail, located in the Charlotte Harbor CRA.



PG RV Condos and Storage

3560 Taylor Rd., Punta Gorda

19 unit RV and other large vehicle storage condos located on 2.13 acres.



Modwash Car Wash

19740 Cochran Blvd., Port Charlotte

Automated car wash.

PROJECTS' SPOTLIGHT

Babcock Update

- 1,182 Certificates of Occupancy issued since August 2016
- Single Family Permits Issued November: 30

West Port Update

- 41 Single Family Certificates of Occupancy Issued since April 2021
- Single Family Permits Issued November: 22

November Permitting

Total Single Family Permits Issued: 270

Single Family Certificates of Occupancy Issued: 142

Total Permits Issued for the month: 2,926

Total Permits Issued FY20-21: 35,240
(Fiscal Year Oct. 2020—Sept. 2021)

Total Permits Issued FY21-22: 4,992
(Fiscal Year Oct. 2021—Sept. 2022)

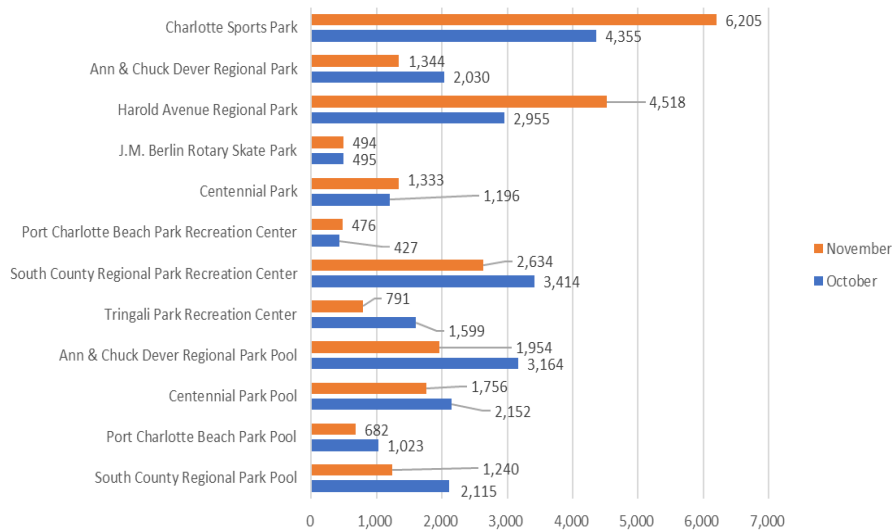
PERMITTING SNAPSHOT



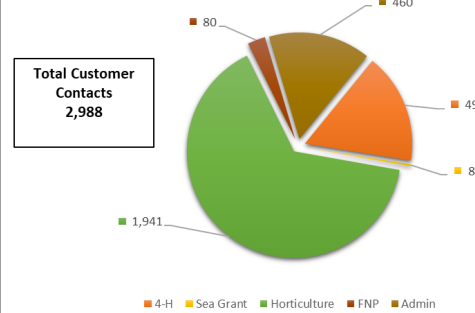
CHARLOTTE COUNTY
Community Development

November 2021

Recreation Centers and Aquatic Facilities
Monthly Attendance



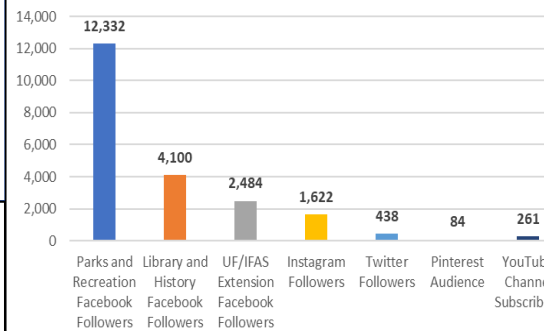
UF/IFAS Extension Service
Customer Contacts



Parks and Athletic Field Maintenance

- 456 youth leagues and adult softball practices
- 1 Tournament / 3 fields
- 5,353 trash bags collected
- 619 recycling bags collected

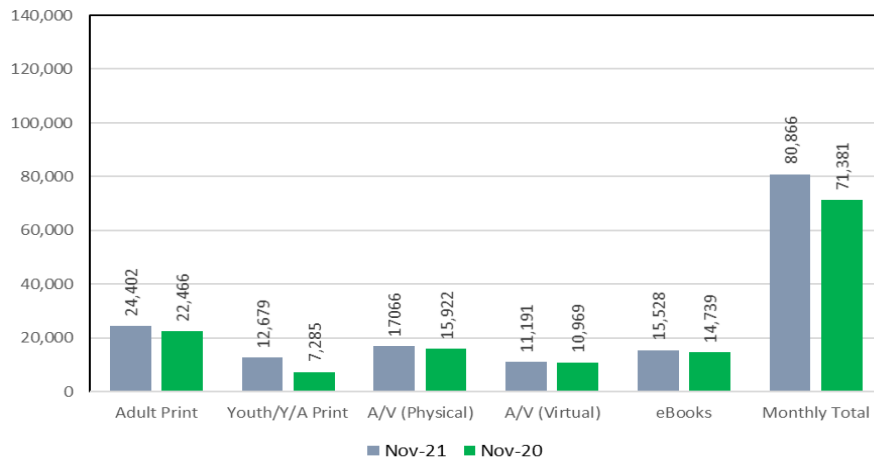
Social Media Impact



Land Management

- 8 acres treated
- Removed 600 overstory trees multiple properties

2020 - 2021 Circulation Comparison



Project Management

- 39 projects /\$3,107,000

Coastal Management

Abandoned/Derelict Vessels

- 3 cited
- 1 letter returned
- 3 open cases

Program Coastal Lighting

- 9 permit reviews
- 4 inspections

Educational brochures for 2022 distribution

- Beach Nesting Species -2,150
- Sea Turtle – 1,050
- Created/printed Beach Scavenger Hunt game for 2022 goodie bags
- Printed coloring page packets for 2022 goodie bags - 200



Aviation Companies visit Charlotte Technical Aviation Mechanics Students

In November Blackbird Aviation hosted a variety of aviation companies at Charlotte Technical College's Aviation Maintenance School to talk to students about the different career paths they may pursue after obtaining their Airframe & Powerplant Certification (A&P).

Economic Development Director Dave Gammon gave a presentation to the visiting companies about Charlotte County and how the aviation and aerospace sector is poised for growth here with the Airframe and Powerplant students creating a buzz about the area.

Guests included Rolling James—Ultimate Aircraft Solutions, Simon Flavin—Sunaero, Michelle Richardson—Aero Marine Interior Inc, Michael Garcia and Brett Butler—PartsBase, and Paul Murphy—Safran.

They spent several hours speaking to students about different career paths they can take in the aviation industry with their A & P Certification. The students were able to spend time asking questions and making valuable connections in the aviation industry.

With the overall employment of aircraft and avionics equipment mechanics and technicians projected to grow 11% between 2020 and 2030 we think the future is bright for these students.



November 2021

ARFF- Airport Rescue & Fire Fighter Simulator



The 18,000-gallon liquid propane tank was delivered and installed along with the supply pumps and pipe work. Progress was made on the simulator pad area to include completion of all the deep underground conduits to supply gas, water, electricity, compressed air, and nitrogen. Next, work begins on the five fire pit ditch bottoms, with layout, digging, placing steel rebar, and pouring concrete. The Control Building is dried in with the metal roof installed, stucco and paint on the exterior, while the mechanical, electrical, and plumbing are almost complete inside the building. HVAC duct work is being installed and placement of the interior walls will soon begin. The water recycling structure was dug out and formed for the foundation; once the rebar is placed, it will be ready for the first concrete pour to finish the base foundation. Meanwhile in Pennsylvania, fabrication of the main fuselage, cabin, and galley sections continue at the factory.

- ◆ The concrete sidewalk at the Cookie House was installed to provide accessibility for those with mobility issues. The walkway is ADA-compliant and covers three of the four sides of the structure.

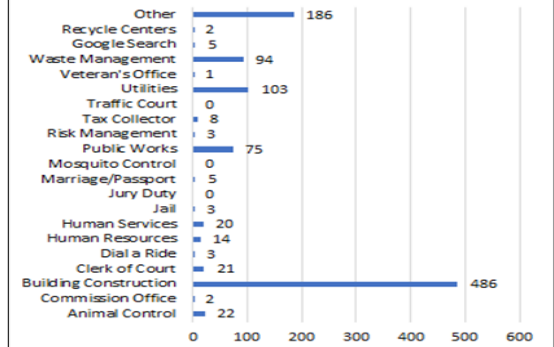


- ◆ A kick-off meeting was held with the engineering design consultants for the Eastport Administration Building HVAC Conversion project. Field investigation of existing conditions is currently underway.
- ◆ RFPs were submitted to Purchasing for both the Design and Construction Manager @ Risk for the Sheriff District 4 Headquarters, Training, and K9 Facility.
- ◆ On November 23rd, the Board approved FY22 Guaranteed Maximum Price (GMP) for the Capital Maintenance Plan (CMP) with Florida Premier Contractors.
- ◆ A revised proposal for a purchase order was sent to Purchasing for the William R. Gaines kayak launch.

- ◆ Guardian Ad Litem was successfully relocated from Murdock Building B to a remodeled section of the Grace Street Annex.

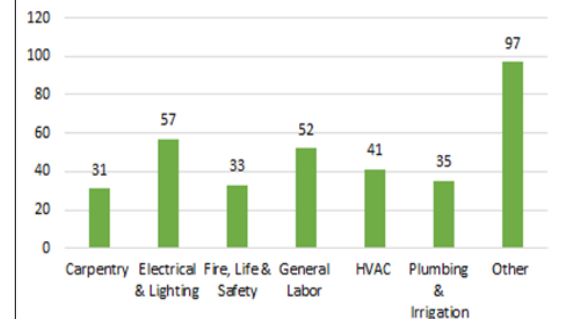


FY22 Switchboard Calls- November



FY22 Work Orders Created- November

(excluding Jail)



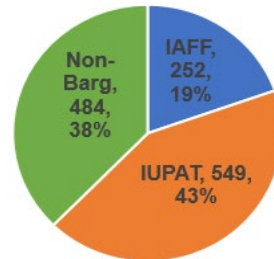
FY22 Small Projects- November



Human Resources

Workforce

Employee Count 1,285
Avg Age 46
Avg Hourly Rate \$24.20
Avg Years of Service 8.47



Retention of New Hires
% completing probation

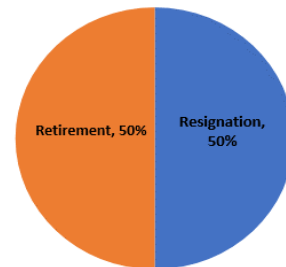
November	YTD
77%	80.0%

Succession Planning

Ee's in FRS DROP the next 5 years 3.0%
% of Workforce Retired this FY 1.1%

Separations

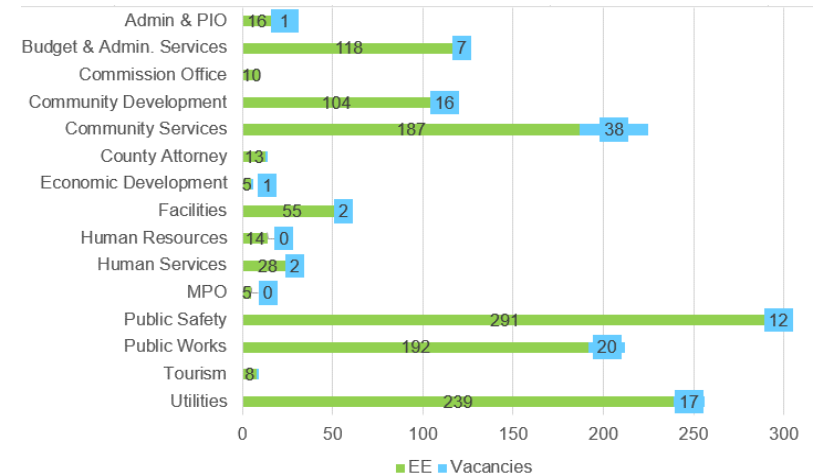
	November	YTD
Turnover	1.1%	2.4%
Separations	14	31



Training & Development

Training 44 EE's 11 hrs 484 contact hrs
% using Tuition Reimbursement 1%

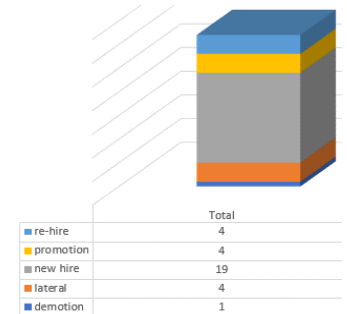
Employees vs Vacancies



Total Vacancies: 118

Recruitment

Applications Taken 505
Job Posting Hits 23,607
New Hires 19
Recruited Pos FT 38
Posted PT/Sea 11

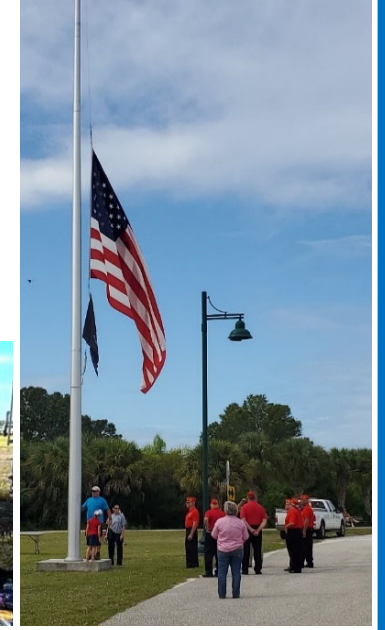




November 2021 Veterans Month Activities



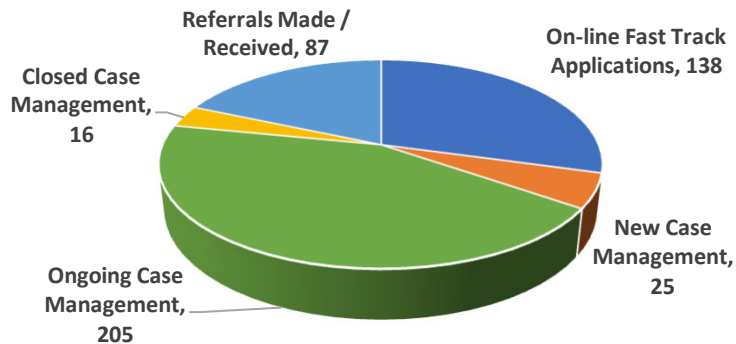
Throughout the month of November, our team from Veterans Services did extensive outreach at various events throughout the county, honoring the lives and hard work of our local Veterans. From left to right: Punta Gorda Elks Veterans Parade - 11.09, Charlotte County Veterans Parade 11.09, Douglas T. Jacobson State Veterans Nursing Home - 11.11, Florida Air Show in Punta Gorda- 11.16 and the Veterans Day Ceremony at William R. Gaines, Jr. Memorial Veterans Park - 11.11.



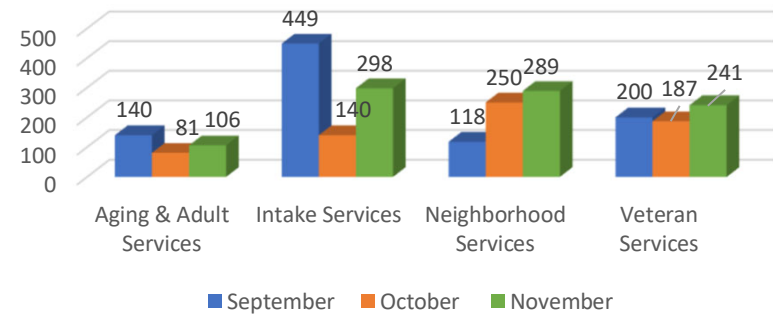
November - Number of Calls for Information or Requests for Assistance - 4,086



November Case Management and Fast Track Applications

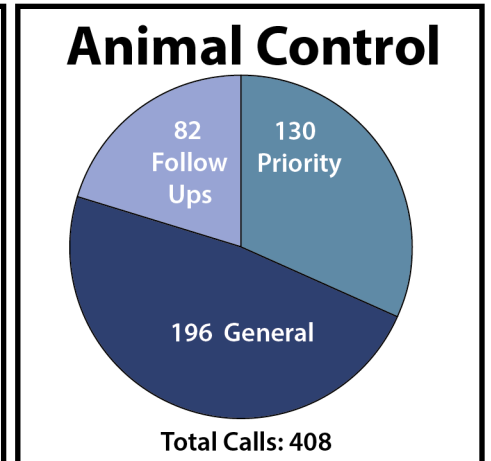
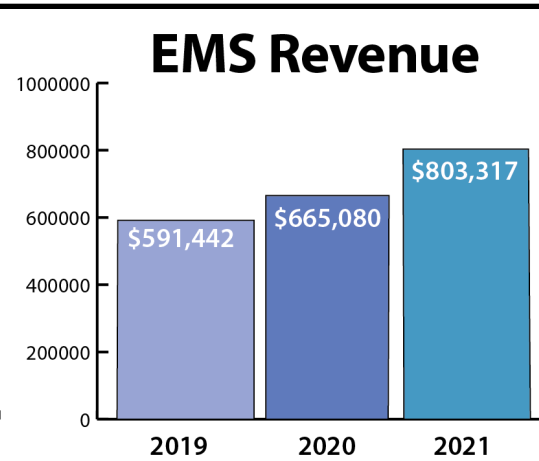
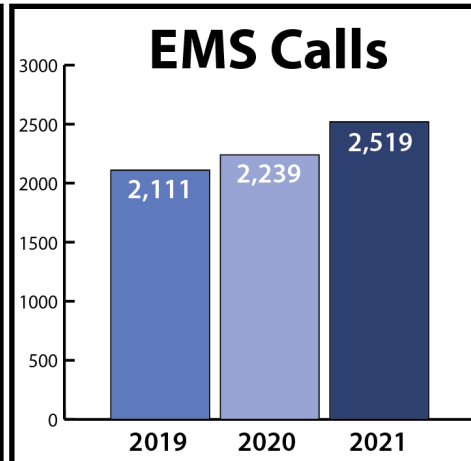
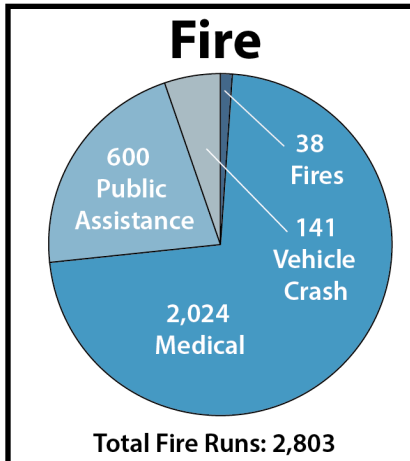


November 3-Month Comparison of Residents Served by Division



Our Mission: Connecting people and resources.

Public Safety



IT Conducts Cyberattack Training

In partnership with the Information Technology Department, the Office of Emergency Management held a three-session cybersecurity exercise for Public Safety in November. The changes in technology make Public Safety and other county departments a perfect target for cyber-attacks which could have significant consequences to our daily functions. The exercise allowed each division of Public Safety and several fire stations to work together to form strategies for preventing and recovering from a cyber attack. This training provided Public Safety a look at how it can and cannot operate if we become victims of a cybersecurity attack. The training was conducted in three separate sessions to allow each fire station shift, A, B, and C, to participate, and provided an opportunity for all Public Safety staff to attend a session. The Network Services Division of IT worked with Emergency Management to plan the exercise. EM helped facilitate the training while IT presented the event scenario. The staff had a lot of great takeaways from the exercise, including not saving to your desktop. They also understand



how a cyberattack could negatively impact several aspects of their jobs, from their work computer to even their desk phone. Community Services has requested this exercise for their department, and the planning team will begin meeting after the new year.



Key Performance Indicators

Tourist Development Tax Collections TDT

(Current Month)

Oct-20		\$255,365	↑	40.4%
Oct-21		\$358,478		

Tourist Development Tax Collections TDT

(Prev Month)

Sep-20		\$263,413	↑	31.8%
Sep-21		\$347,249		

PureFlorida.com

Website Traffic

Users: 28,908

Pageviews: 77,253

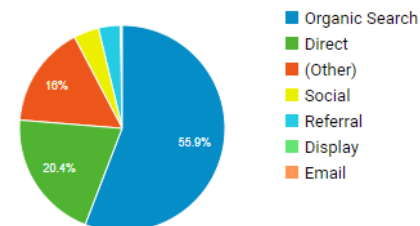
Top Origin Markets:

FL, OH, IL, MI, PA, NY, KS, MN, MA, WI

New vs. Returning Visitors: 80.3% vs 19.7%

Digital Channel Breakdown

Digital Channel Breakdown: November 1 - 30, 2021



Sports November 2021

RECENT EVENTS

USSSA Prostyle Baseball- Sunshine Classic

Centennial Park, Charlotte Sports Park & South County Regional Park//November 6-7, 2021

Prostyle's Sunshine Classic hosted 806 athletes from throughout the region and south Florida. This tournament generated 506 room nights and an economic impact of over \$745,828.



American Pickleball Tour – Endless Summer Series

PicklePlex of Punta Gorda//November 12-14, 2021

179 athletes took to the courts to participate in American Pickleball's Endless Summer Series. Participants and their families traveled from throughout Florida, Canada, and even Bermuda. Sixteen players represented a paddle company which provided additional exposure to the destination since they have a larger following on social media.



AAU Gymnastics – Riverfront Classic

Charlotte Harbor Event Center//November 18-21, 2021

Charlotte Harbor Event Center hosted Horizon gymnastics' Riverfront Classic invitational. 350 athletes from clubs all over Florida traveled to be crowned the champion in each discipline for AAU and US Gymnastics level 1 through 10.



Englewood Beach Waterfest – OPA World Championship Series

Englewood Beach//November 18-21, 2021

Speed, Power, and excitement took place off Englewood Beach. This family friendly event started on Thursday with activities for all and ended Saturday and Sunday with boats racing at speeds over 150 MPH. The overall results for the number of spectators, estimated room nights and economic impact have not been completed. The VCB had an onsite presence taking many action photos and video shots with a drone for future marketing opportunities and initiatives.

FUN FACTS

- Pickleball is considered the fastest growing sport and was invented in 1965.
- Pickleball was first invented by three dads in Washington state. They created the game as a solution to their children's boredom during the summertime... Built in babysitter??
- Pickleball was named after one of the inventors, Congressman Joel Pritchard's dog, whose name was Pickles.

Public Relations/Media November 2021

#BestSideOutside



Follow and tag us
@RealPureFlorida



Ultimate Catch was filmed in our destination November 1st–5th. Its national broadcast on the World Fishing Network will produce 1-3 episodes of Ultimate Catch in Charlotte County. These shows will air 6-12 times in 2022 to 50 million households weekly.



Visitors to Charlotte County save local residents an average of **\$875** per household in taxes every year.



Protect Your Pipes!

Please remember to dispose of fats, oils and grease in the trash can. When dumped down the drain, it hardens and can cause costly sewer blockages.



Pet waste belongs in the trash and not down the toilet!

Flushing bagged pet waste down the toilet clogs our pipes and causes lift stations to fail! Please help us keep our systems working properly. 🐾

UNDER CONSTRUCTION

- **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 1 and 2 have started. Residents will receive a door hanger approximately one week before the connection of your home. Phase 3 connections are expected to start in early 2022.

For project information:
ElJobeanProject.com

- **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 are working on the water main replacement throughout the project area.

For project information:
AckermanProject.com

- **Quesada Boulevard Sewer Force Main Replacement Project:**
Replacement of 12-inch and 20-inch sewer force main along Quesada Blvd from the Master Lift Station to the Lion Heart waterway. Crews are working on finalizing the installation of the 20-inch force main.

- **Deep Creek Sewer Force Main:**
Construction of a larger sewer force main to improve transmission capacity for the Deep Creek neighborhood. Crews will be working on Phase 2 within the next month. This work occurs along Rio De Janeiro Ave. heading north towards Sandhill Blvd.

[Project Map](#)

Additional Utilities Projects:

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

OPERATIONS

- **Calls Presented:** 9,139
- **Call Wait Time:** 19 minutes 16 seconds
- **Total Customer Accounts:** 65,468
- **Sewer Connections:** 42,474
- **Water Connections:** 64,775

Charlotte County, FL App Requests

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

1,429 Facebook Follows

2020 Water Quality Reports:

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

Important Information:

Charlotte County Utilities should be your first call for utility issues. Staff is available 24 hours, 7 days a week at 941.764.4300.

Do you have a simple question?

Email us at:

CCUSupport@CharlotteCountyFL.gov

Payment Options

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

