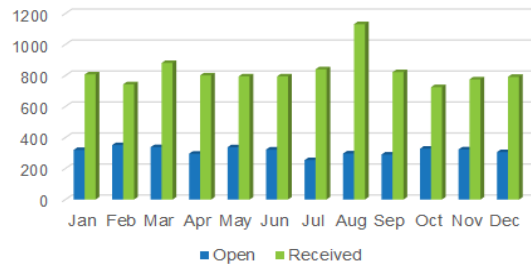
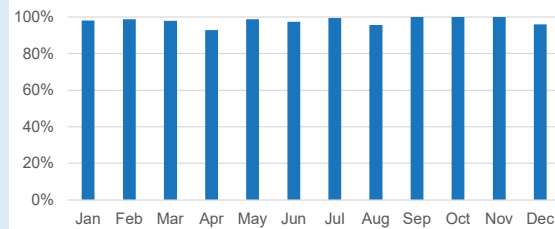


## Information Technology

### Service Tickets by Month

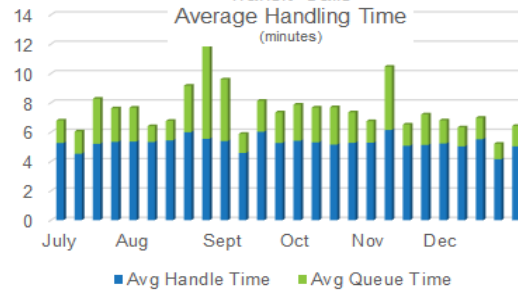


### Customer Satisfaction % Positive

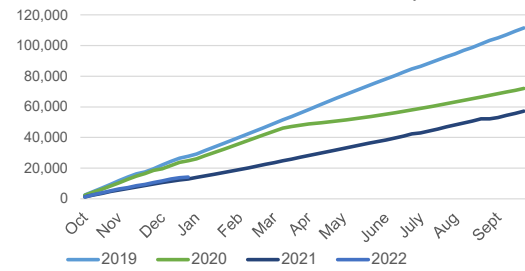


## Transit

### Transit Calls Average Handling Time (minutes)



### Annual Cumulative Ridership



## Director Highlights

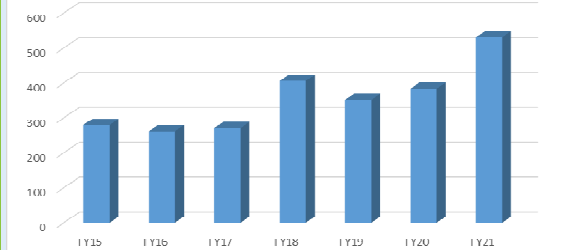
### Release of Easement

Real Estate Services division oversees the County's release of easement program. A release of easement is necessary when a property owner wants to put a permanent structure within an easement dedicated for public use. These are normally drainage and utility easements. Since the County maintains in excess of 150,000 easements this is a very important function. A release of easement serves two main purposes.

1. It ensures that the public no longer has an interest in the publicly granted or dedicated easement.
2. Should the owner ever sell the property, a recorded release of easement clears up a potential cloud on the title should a survey reveal a permanent structure encroaching in a public easement

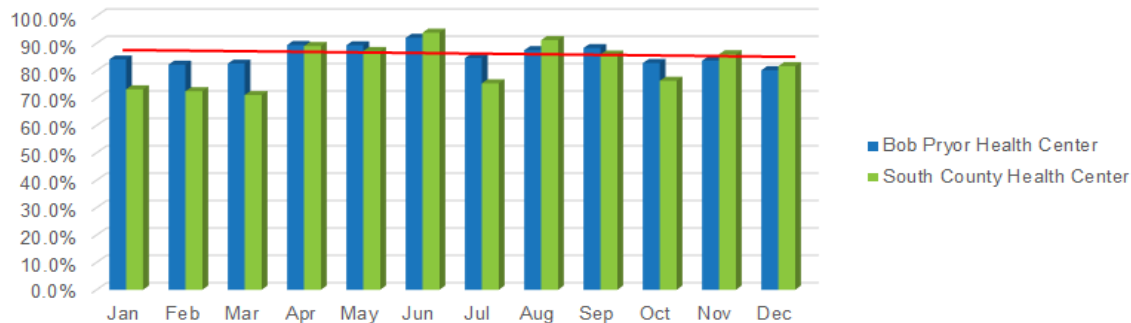
### December 2021

### OCCUPATION AND RELEASE OF EASEMENTS (YR)



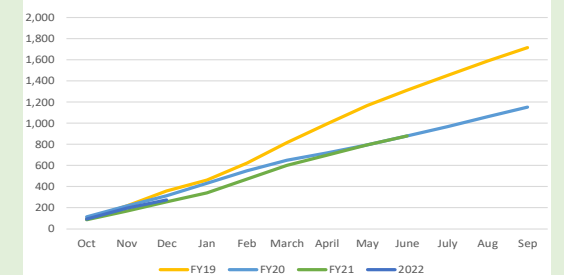
## Health Center

### Employee Health Center Monthly Appointment Utilization Summary



## Records Management

### Record Requests





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account balance?*

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CCUAccountSearch](http://tinyurl.com/CCUAccountSearch)



941.764.4300

[CharlotteCountyFL.gov](http://CharlotteCountyFL.gov)

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## IMPACTS



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

Please use caution while traveling along Rio De Janeiro Ave. from Rampart Blvd. north towards Sandhill Blvd. Crews will be working along the roadway. Intersection closures are expected this month.

• **Ackerman Septic to Sewer Project:**

Please use caution while traveling within the project area as crews are working along the roadway. Road closures are expected.

**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. On-site sewer connections for Phase 1 and 2 have started. Residents will receive a door hanger approximately one week before the connection to your home. Phase 3 connections are expected to start within the next few months.

For project information:  
[ElJobeanProject.com](http://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](http://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 Project:**  
Construction of a larger sewer force main to improve transmission capacity for the Deep Creek neighborhood. Crews will be working on Phase 2 this month. This work will occur along Rio De Janeiro Ave. heading north towards Sandhill Blvd.

[Project Map](#)

**Additional Utilities Projects:**

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

## OPERATIONS

- **Calls Presented:** 8,038
- **Call Wait Time:** 19 minutes 6 seconds
- **Total Customer Accounts:** 65,623
- **Sewer Connections:** 42,563
- **Water Connections:** 64,905

### Charlotte County, FL App Requests

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

[Charlotte County Utilities Facebook](#)  
**1,438 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](mailto:CCUSupport@CharlotteCountyFL.gov)

### Payment Options

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