

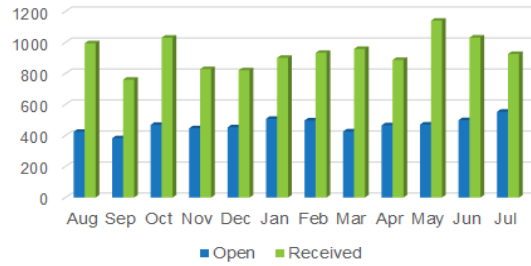


Monthly Report

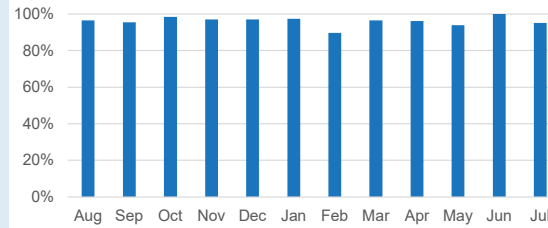
July 2023

Information Technology

Service Tickets by Month

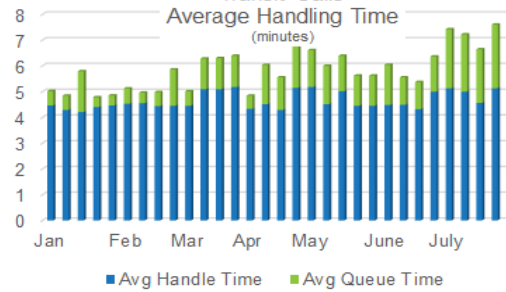


Customer Satisfaction % Positive

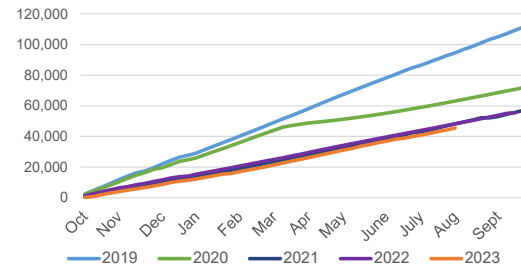


Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership



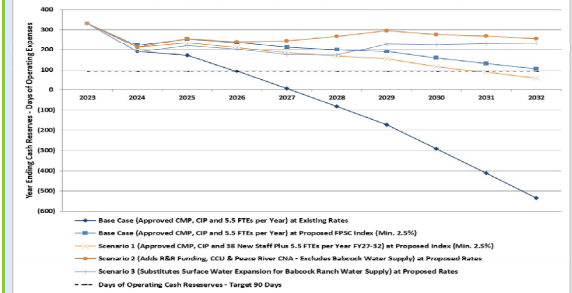
Director Highlights

Annual Utility Rate Model Update

Fiscal Services and Charlotte County Utilities worked diligently with the Utilities Rate consultant, Raftelis, early this year preparing the annual Utility model. Fiscal Services and the Utilities provided historical data, debt schedules, project updates, and current projections in order for the rate consultant to use the most up-to-date information. This year's model was impacted increased capital improvement projects and an upcoming bond issuance with days of cash and debt service being of priority. The model was presented to the BCC on June 20th. In addition to the model's base case scenario, the Commissioners were provided three additional scenarios for review and consideration. Approved at the quarterly Utilities meeting was an increase in staffing per the Utilities man power study and the indexing of rate revenues by the Florida Public Service Commission (FPSC) Index.

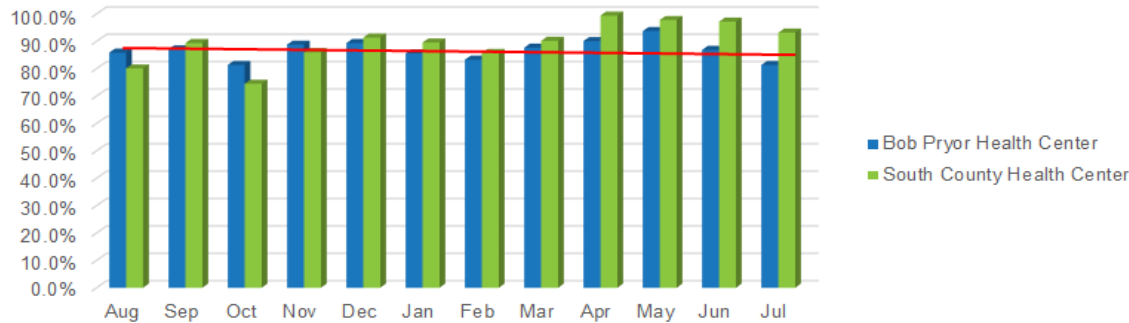
July 2023

Year-ending Unappropriated Operating Cash Reserves at Proposed Rates



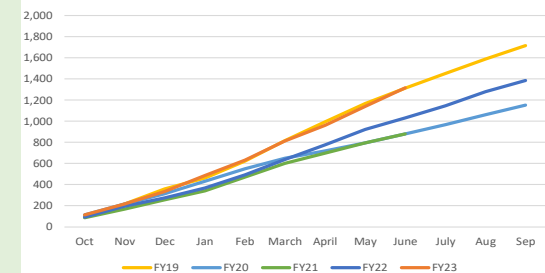
Health Center

Employee Health Center Monthly Appointment Utilization Summary



Records Management

Record Requests



WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?



PERMITTING STAGE



UNDER CONSTRUCTION



COMPLETED!!



Avery Port Charlotte

1441 Tamiami Trail, Port Charlotte
Redevelopment of Macy's site into 250 apartment units with a pool and other amenities.

Home Depot

12621 S McCall Rd, Port Charlotte
4,135 SF building addition and outdoor display area at existing West County Home Depot site,

Rick Johnson Auto and Tire

5520 Duncan Rd., Punta Gorda
7,040 SF 8-bay tire and auto service building

Elliano's Coffee

19637 Cochran Blvd., Port Charlotte
800 Sq. Ft. drive through coffee shop.

Del Taco & Buffalo Wild Wings

1490 Tamiami Trail, Port Charlotte
2,370 SF Del Taco & 1,145 SF Buffalo Wild Wings restaurant and drive-thru.

7-Brew

4265 Tamiami Trail, Port Charlotte
540 sq. ft. drive through coffee shop.

Mazda Car Dealership

798 Tamiami Trail, Port Charlotte
Car dealership with wash and service bays to be constructed in two phases.



Equus Warehouse and Distribution

9450 Piper Rd., Punta Gorda
378,000 sq. ft. warehouse and distribution project.

McAlister's Deli

19570 Cochran Blvd., Port Charlotte
4,600 sq. ft. restaurant with drive-thru.



Sunseeker Resort

4949 Tamiami Trail, Port Charlotte
Mixed-use development consisting of 783 hotel units, restaurants, bars, and retail.

Elegance Plaza

14520 Chancellor Blvd., Port Charlotte
1-story 15,300 square foot shopping plaza.



Free-standing Emergency Room

150 Tamiami Trail Port Charlotte
11,000 sq. ft. free-standing emergency room.



June Permitting:

Total Single Family Permits Issued: 318

Single Family Certificates of Occupancy Issued: 240

Total Permits Taken In June: 6,396

Total Permits Taken in July: 4,688

Total Permits Issued for July: 4,972

Total Permits Issued FY21-22: 41,319
(Fiscal Year Oct. 2021—Sept. 2022)

Total Permits Issued FY22-23: 72,204
(Fiscal Year Oct. 2022—Sept. 2023)

PERMITTING SNAPSHOT

PROJECTS' SPOTLIGHT

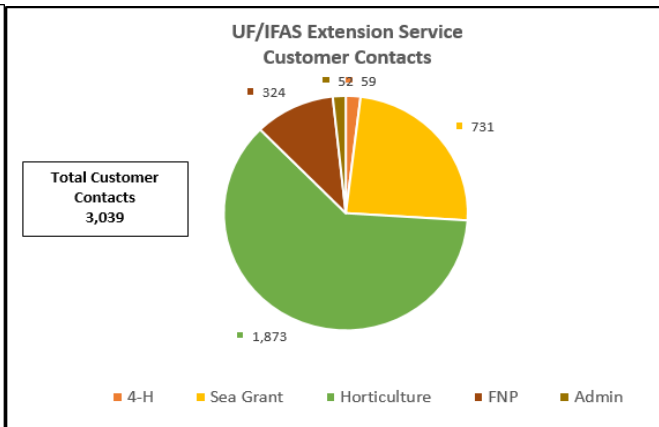
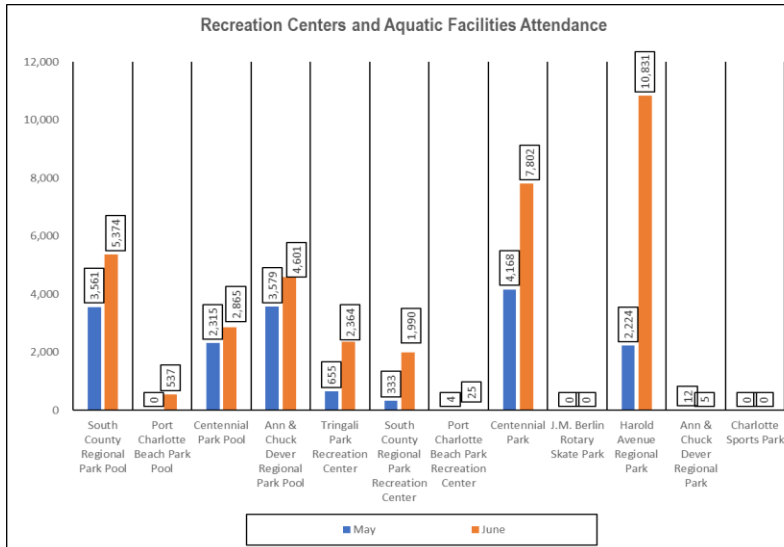
Babcock Update

- Certificates of Occupancy issued since August 2016: 2,022
- Single Family Permits Issued July: 60

West Port Update

- Single Family Certificates of Occupancy Issued since April 2021: 344
- Single Family Permits Issued July: 34





Parks and Athletic Field Maintenance

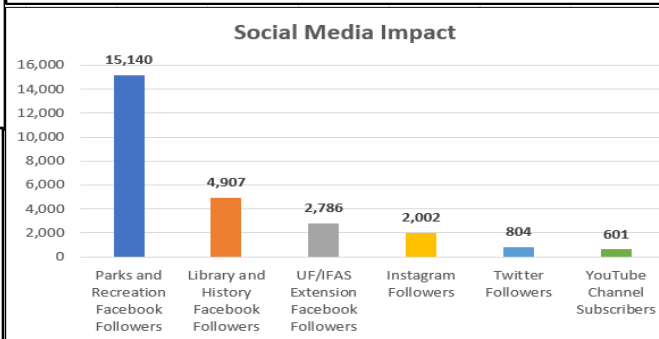
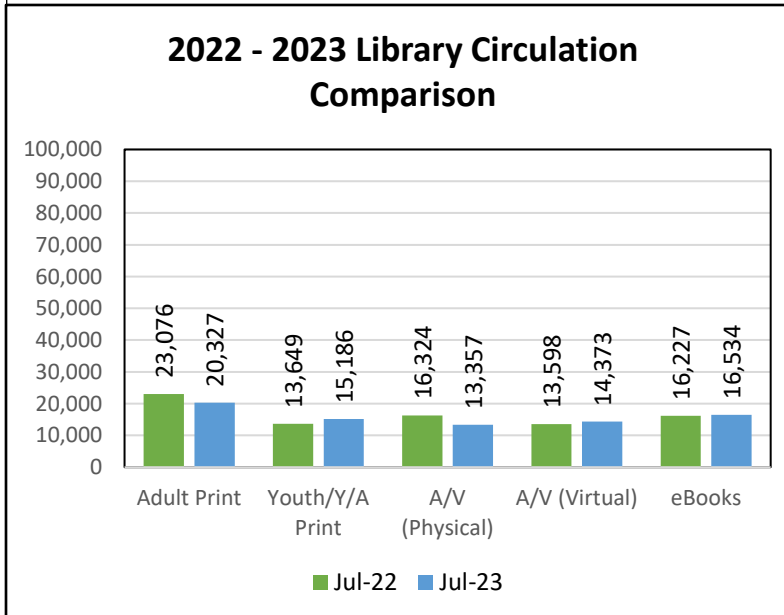
- 229 youth leagues and adult softball practices
- 3 tournaments
- 4,325 trash bags collected
- 640 recycling bags collected

Land Management

- 160 miles maintained
- 17 exotics/invasives acres treated
- 2 acres habitat mulched
- Habitat managed - 4 acres of habitat was mulched, 21 miles of trails maintained
- Staff conducted post nesting success surveys of Florida Scrub Jays.
- Staff conducted annual vegetation plot monitoring

Project Management

- Projects Completed - 3
- Projects - not started - 9
- Projects - In progress - 59
- Total projects - 71
- Total - \$ 6,456,865



Natural Resources

Shorebirds/Seabirds

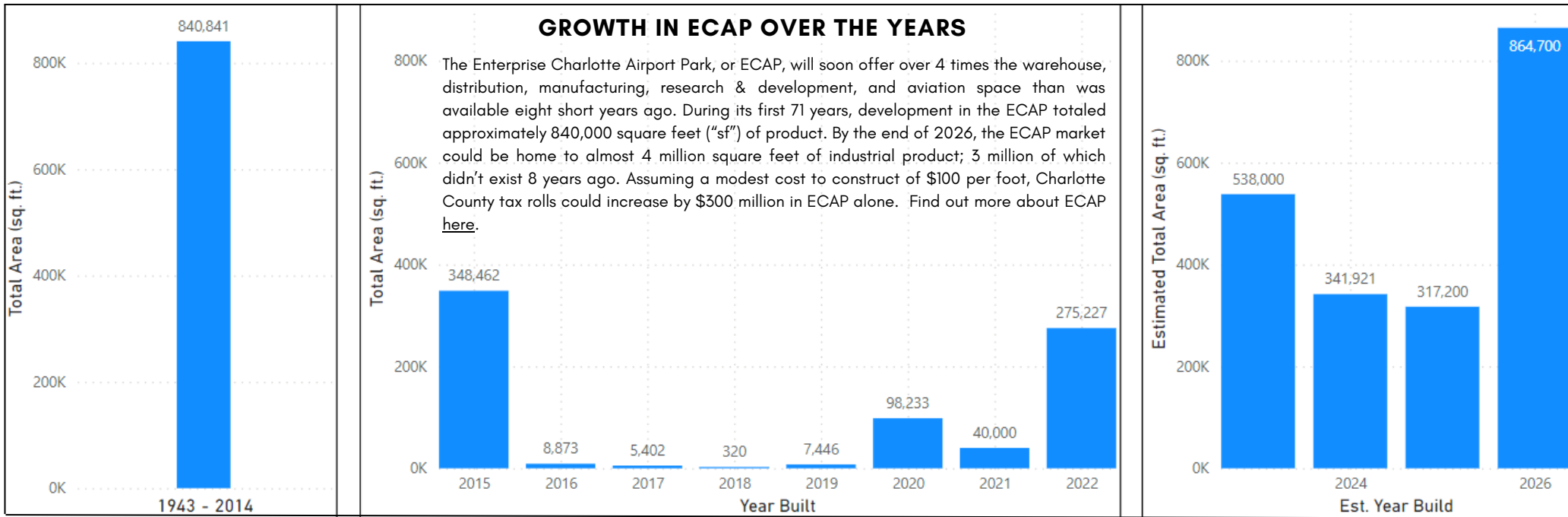
- 6 adult shorebirds
- 9 chick shorebirds
- 15 adult seabirds
- 26 chick seabirds

Coastal Lighting

- 22 permit reviews
- 7 inspections

Sea Turtles

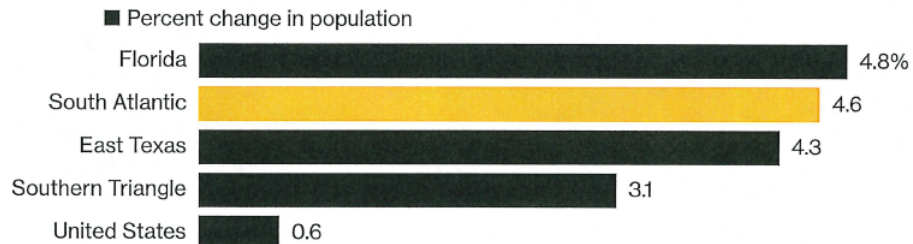
- Sea turtle release July 20



A \$100 BILLION WEALTH MIGRATION TILTS US ECONOMY SOUTHWARD

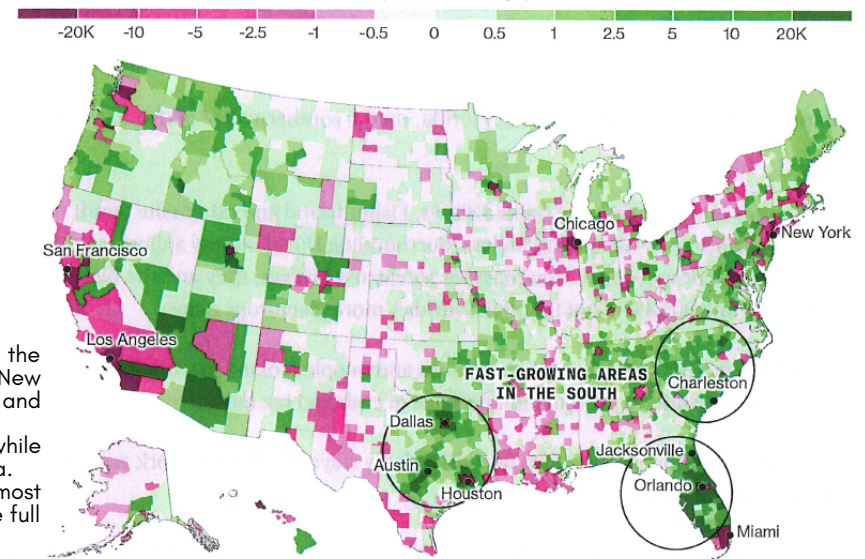
The US's Four Dominant High-Growth Regions Are in the South

Domestic migration is the main driver



The numbers tell the story. For the first time, six fast-growing states in the South — Florida, Texas, Georgia, the Carolinas and Tennessee — are contributing more to the national GDP than the Northeast, with its Washington-New York-Boston corridor, in government figures going back to the 1990s. The switch happened during the pandemic and shows no signs of reverting. A flood of transplants helped steer about \$100 billion in new income to the Southeast in 2020 and 2021 alone, while the Northeast bled out about \$60 billion, based on an analysis of recently published Internal Revenue Service data. The Southeast accounted for more than two-thirds of all job growth across the U.S. since early 2020, almost doubling its pre-pandemic share. And it was home to 10 of the 15 fastest-growing American large cities. Read the full article [HERE](#).

Net domestic migration, cumulative change from April 1, 2020 to July 1, 2022



July 2023



Ann & Chuck Dever Regional Park Pool Repair- An estimated 6,500 gallons of water per day was leaking from the expansion joints at the pool. To prevent further damage and degradation of the pool shell, the repair was expedited, and the repair was completed ahead of schedule through planning and focused investigation with minimal shutdown time.



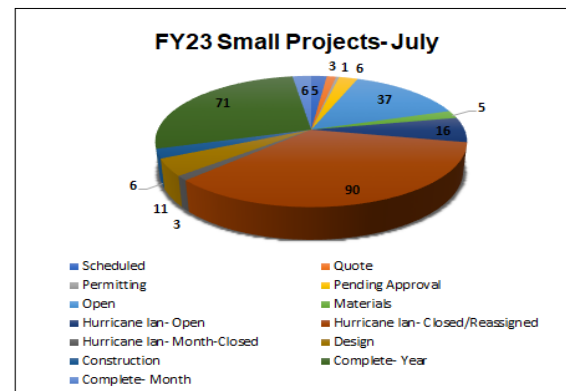
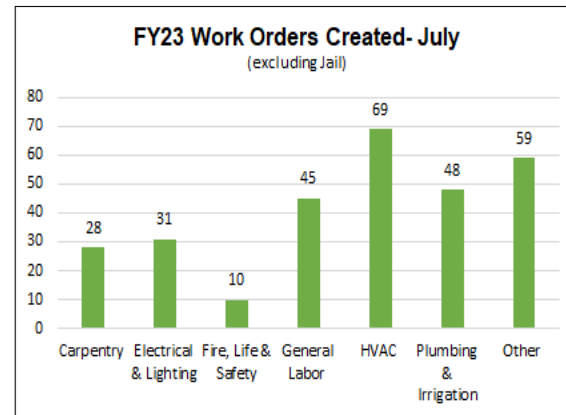
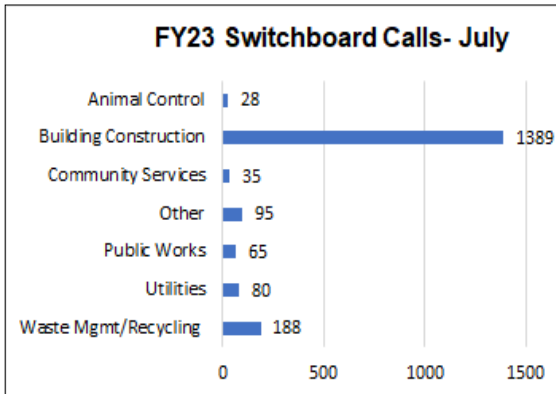
Englewood Beach Parking Lot Lighting- all rusted parking lot light fixtures were replaced with energy-efficient amber LEDs.

◆ The contractor installed a temporary chiller at the **Family Services Center**, allowing work to continue on the installation of interior finishes while awaiting the permanent chiller.



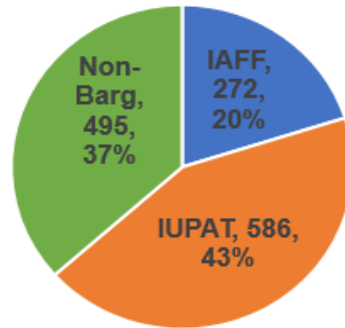
◆ The new 20,286 sf **CCSO District 4** office located on Airport Road is in the final permitting stage of the project. The Guaranteed Maximum Price with the CM @ Risk contractor Wharton-Smith Inc. is scheduled for Board review and approval on September 12th. The project is expected to start in early October 2023, with a build period of approximately 12 months.

◆ The **Landfill Scale House** project improves flow in and out of the landfill and aids in traffic control within the site. The new site will have three weigh scales with security and monitoring cameras at the scales, and access control arms for monitoring traffic flow and disposal material accountability.



Workforce

Employee Count 1,353
Avg Age 46
Avg Hourly Rate \$26.50
Avg Years of Service 8.16



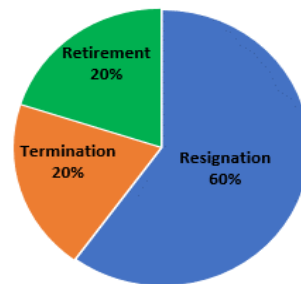
Retention of New Hires July
% completing probation 83%

Succession Planning

Ee's in FRS DROP the next 5 years 2.4%
% of Workforce Retired this FY 1.8%

Separations

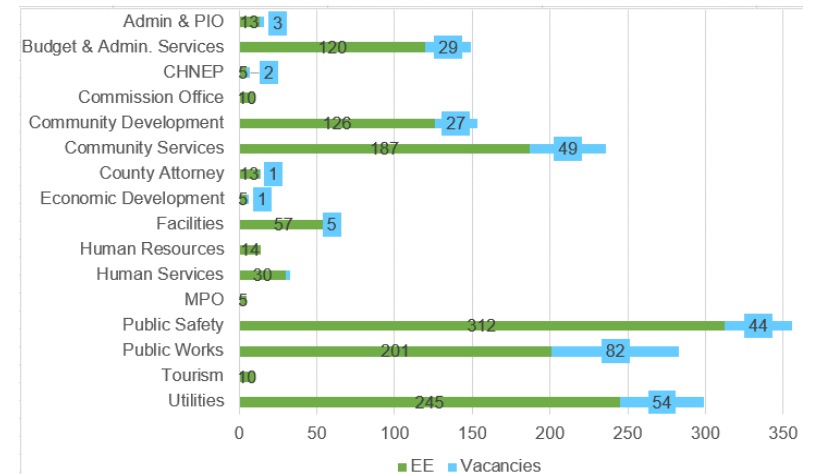
July
Turnover 1.5%
Separations 20



Training & Development

Training 121 EE's 12.55 1,519 contact hrs
% using Tuition Reimbursement 1%

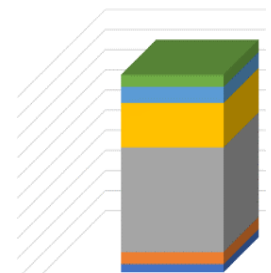
Employees vs Vacancies



Total Vacancies: 300

Recruitment

Applications Taken 604
Job Posting Hits 24,674
New Hires 26
Recruited Pos FT 60
Posted PT/Sea/Intern 12



status	Total
status	3
re-hire	4
promotion	11
new hire	26
lateral	3
demotion	2



919

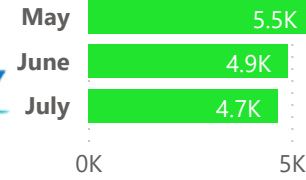
Total Clients Served July 2023



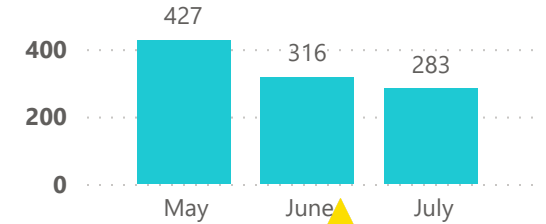
This month at FSC our partners the Boys and Girls Club of Charlotte County hosted "The Case of the Missing Balls" a successful themed event for their summer camp kids who enjoyed creating their detective identities to solve the mysterious case.



Human Services Call Volume



Referrals Made to FSC Partners



Aging & Adult Services

178

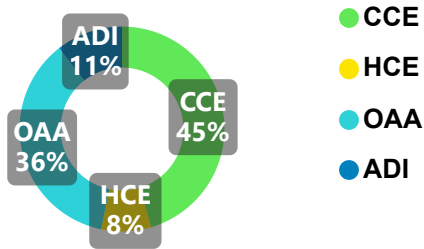
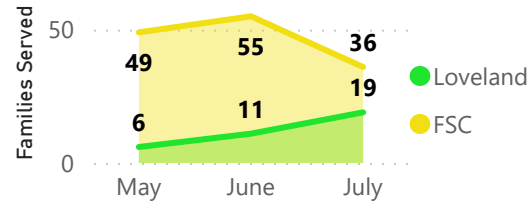
Clients Served

Case Management

Completed/Closed/Ter... In process/ Res... New Cases

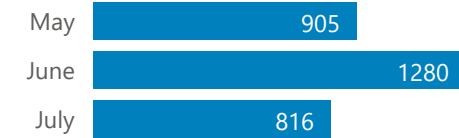


Human Services Food Pantry

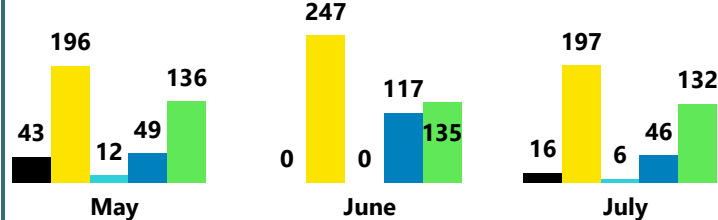


Intake Services

Harry Chapin Food Truck Services



Congratulations to our Rockstar of the Month Intake Coordinator Martina Neal for going above and beyond!

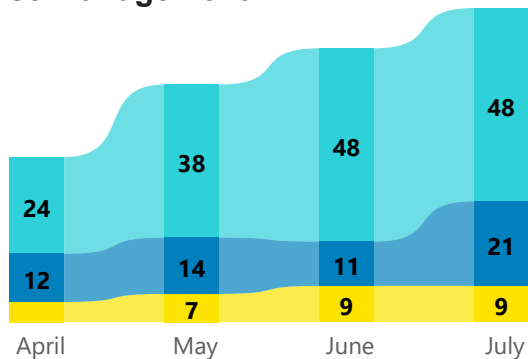


- Energy Assistance-In Progress
- Energy Assistance-Completed
- Water Assistance-In Progress
- Water Assistance-Completed
- Fastrack Applications

Neighborhood Services

Completed/Closed/Termed In process/ Research New Cases

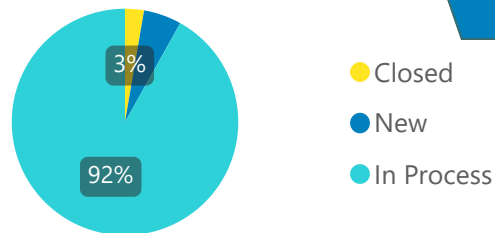
Case Management



169

Clients Served

Civil Citation

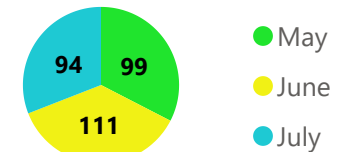


Veteran Services

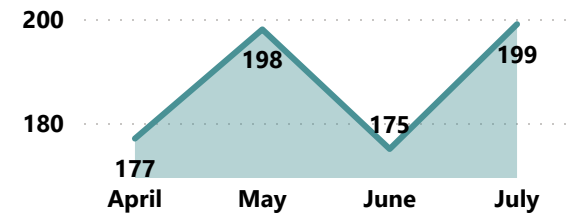


Our Veteran Services Officer Ezequiel Tirado received an Exceptional Service Award for the multiple customer service emails received of his exceptional work demonstrating our C.A.R.E.S values!

New Claims

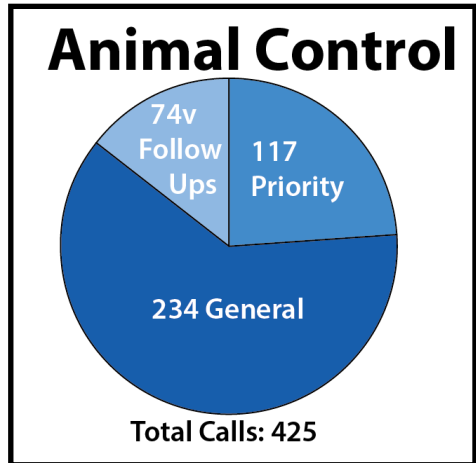
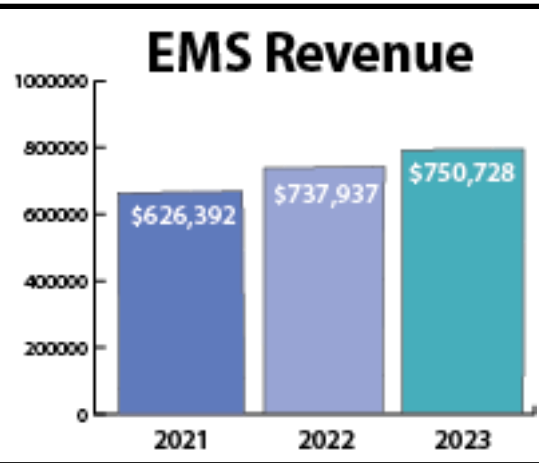
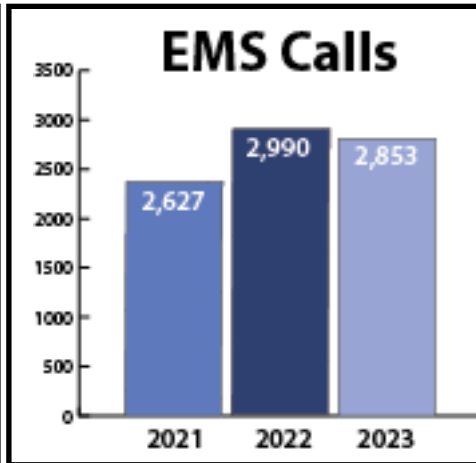
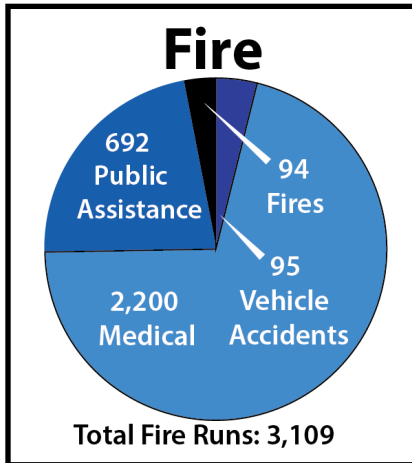


VA Clients Served



Our Mission: To collaborate and provide programs and connections that increase financial stability and support individuals and families as they work to reach their fullest potential.

Public Safety



Staying Safe in the Scorching Heat

As the sweltering heat of summer tries its best to keep us indoors, understanding how to stay safe in the heat is paramount. Here are some essential tips to help you navigate through the scorching days:

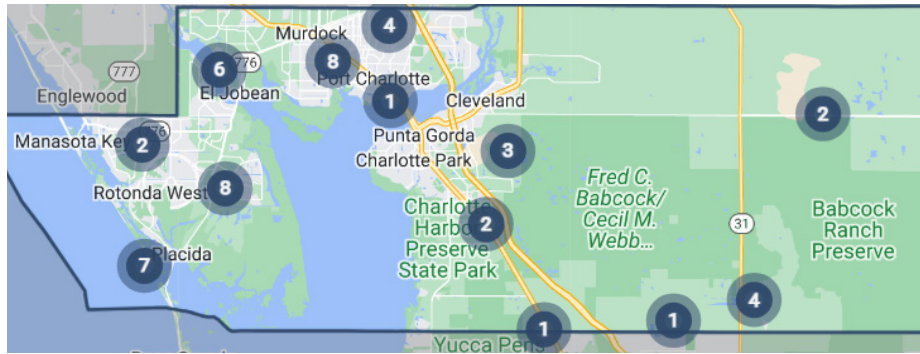
Drink plenty of water throughout the day, even if you don't feel thirsty. Avoid excessive consumption of caffeine and alcohol, as they can contribute to dehydration. Dress in lightweight, loose-fitting, and light-colored clothing. This helps your body breathe and reflects the sun's rays, preventing excess heat absorption. If possible, schedule outdoor activities during cooler parts of the day, such as early mornings or evenings. The sun's intensity is at its peak between 10 a.m. and 4 p.m., so try to avoid prolonged exposure during these hours. When outdoors, take advantage of shaded areas to escape direct sunlight. This simple step can significantly reduce your risk of heat-related illnesses. Protect your skin from harmful UV rays

by using a broad-spectrum sunscreen with a high SPF. Sunburn impairs your body's ability to regulate temperature, increasing the risk of heat-related illnesses. Cool down by using fans, air conditioning, or take cool showers to lower your body temperature. Placing a damp cloth on your forehead or the back of your neck can provide instant relief.

Make sure you keep a close a close eye on children, the elderly, and those with pre-existing medical conditions. They are more susceptible to heat-related illnesses and may require additional assistance. Educate yourself about the symptoms of heat exhaustion and heatstroke. These include heavy sweating, dizziness, nausea, confusion, rapid pulse, and hot, dry skin. If you or someone around you exhibits these symptoms, take immediate action.

Temperatures inside a parked car can escalate dangerously within minutes, even with windows cracked. Never leave children, pets, or vulnerable individuals in a hot car, even for a short period

Mosquito & Aquatic Weed Control



59
Application
Complaints

41
Telephone
Complaints

2149 Total
number of mosquitos
identified to species

CityWorks

943
Work Orders
Open

169
Service
Requests
Open

834
Work Orders
Closed

111
Service
Requests
Closed

Application Requests

Received

194

Completed

182



**Engineering Division
Hurricane Ian Projects**

76
Total Projects

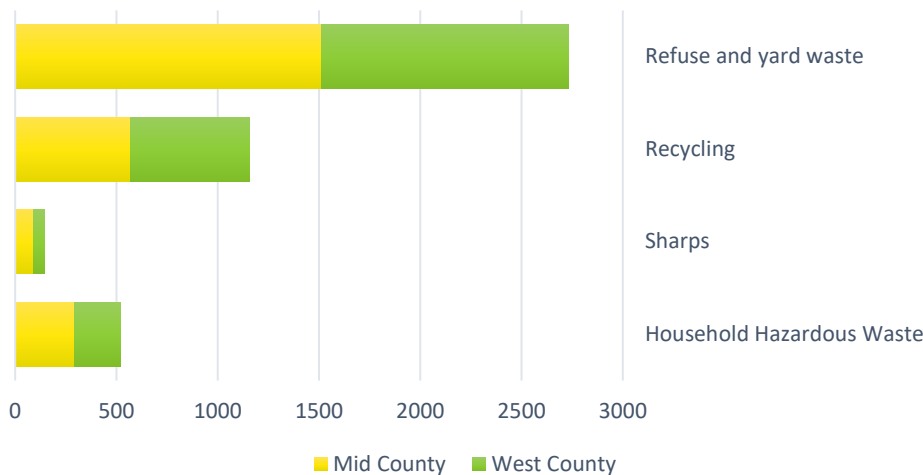
9
Planning

15
Purchasing

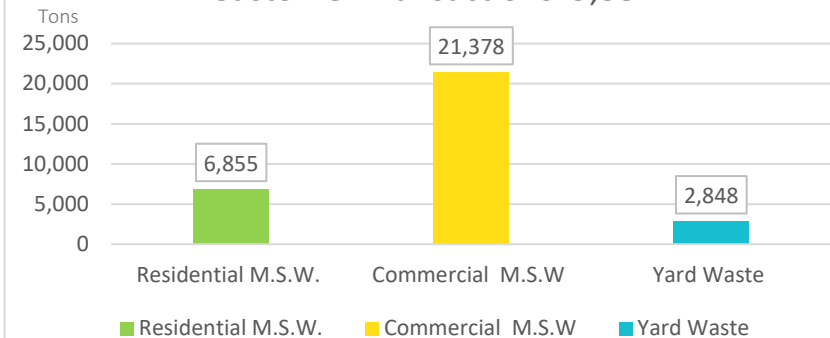
31
Complete

21
Construction

Transfer Facility Customers



Landfill Customer Transactions 9,332



Key Performance Indicators

Tourist Development Tax Collections TDT
(Current Month)

Jun-22	\$601,495	↓ -9.5%
Jun-23	\$544,420	

TDT YTD Collections (Pacing)

Jun-22	\$6,456,898	↓ -4.3%
Jun-23	\$6,180,469	

PureFlorida.com

Website Traffic

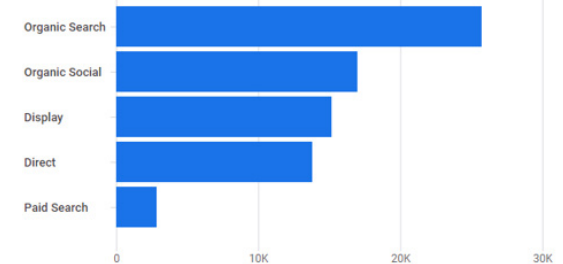
Website Users: 60,000

Sessions: 83,000

Top Origin Markets:

FL, NY, GA, OH, MI, PA, VA, IL, NJ

Sessions by Channel Group



SPORTS

Sales July 2023

The past few months, the Punta Gorda/ Englewood Beach VCB sports division has been partnering with our county athletic department in re-scheduling and booking tournaments displaced from last year's hurricane. Most have been re-scheduled with the same date and some have selected different dates to accommodate their new 2023/2024 tournaments.

Sports Corner

MII Entertainment – Fit Nation Thunderdome

Charlotte Harbor Event & Conference Center - July 15-16, 2023

Charlotte Harbor Event & Conference Center was home to this high intensity crossfit event. Top athletes of all levels participated in six workout disciplines in two days. Each skill level crowned a champion for bragging rights, prizes, and qualification for future events.



Prospect Wire Baseball – National Championship

Centennial Park, Port Charlotte High School & Lemon Bay High school - July 22-26, 2023

Charlotte County's Centennial Park, Port Charlotte High School, and Lemon Bay High School, along with our accommodations, were used to host Prospect Wires' National Championship. The Championship was anchored at Atlanta Braves Cool Today Park with over 900 athletes trying to become the next National Baseball Champion.



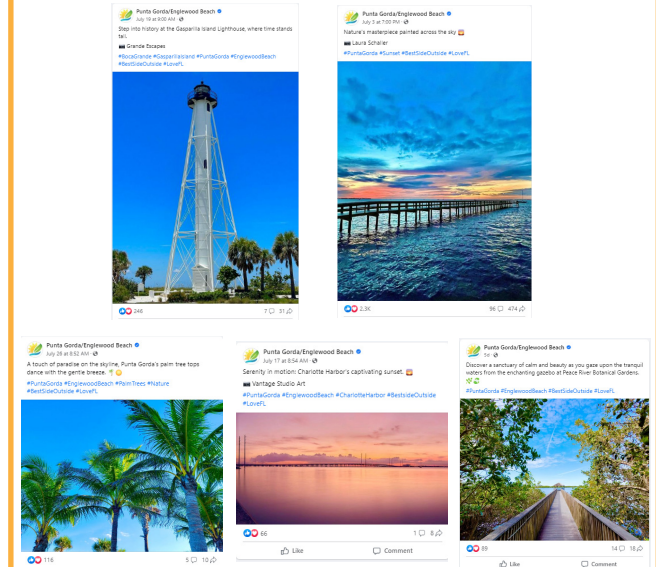
Fun Fact

At our Visitor's Bureau sports division, we love to support sporting events to see youth athletes work so hard to accomplish their dream of becoming a professional athlete. Below shows the accomplishments of some elite athletes.

- Babe Ruth acquired his 700th home run ball for \$20.00 from the fan that caught it.
- Cal Hubbard is the only person in both the baseball and football Hall of Fame.
- Pele is the only soccer player to ever be part of three different World Cup winning teams.
- Tiger Woods sank his first hole in one at 8 years old.

Public Relations/Media July 2023

A total of 159 media placements were secured. These placements had a reach of approximately 144,254,233 and a media ad value of approximately \$275,088.



Check out our top social media posts for the month of July
@realpureflorida

Visitors to Charlotte County save local residents an average of **\$1,083** per household in taxes every year.



Celebrating Water in August!

August is National Water Quality Month and Florida Water Professionals Month!



Throughout the month, let's educate ourselves on where our water comes from and how we can preserve it!



A BIG thank you to all water and wastewater professional staff for their hard work and dedication to preserving Florida's water resources!

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. The vacuum station is in operation and Zones 1 and 2 sewer connections have begun.
If you are in Zone 2 and still need to receive or complete an Installation Agreement? Please contact Syndi Merriman at Syndi.Merriman@CharlotteCountyFL.gov or 941-764-4305 for more information.
For project information: AckermanProject.com

UNDER DESIGN

- **Lake View/Midway Septic to Sewer Project:**
This project proposes construction of a wastewater collection system to service approximately 1,500 properties with sewer service, new water service lines and a vacuum station.
Staff is conducting roadway surveys in the proposed project area. Contractors will be mulching three potential vacuum station locations for future surveying and design work. The locations include: 660 N. Ellicott Cir., 161 Grenada St. and 712 Chevy Chase St.
LakeviewMidwayProject.com
- **Cape Haze Septic to Sewer Project:**
This project proposes construction of a wastewater collection system to service approximately 300 properties with sewer service, new water service lines and a vacuum station.

OPERATIONS

- **Calls Presented:** 7,249
- **Call Wait Time:** 1 minutes 57 seconds
- **Sewer Connections:** 45,851 (319 increase from June)
- **Water Connections:** 68,799 (299 increase from June)

Charlotte County, FL App Requests

- **5 Misc.—Utilities Department**
 - **2 Utilities Billing**
 - **8 Utilities Department Service**
- 15 Total**

[Charlotte County Utilities Facebook](#)
2,462 Follows

2022 Water Quality Reports:
<https://tinyurl.com/2022-CCR-Peace-River>
<https://tinyurl.com/2022-CCR-Burnt-Store>

Remember, every drop counts! 💧

Important Information:

The Temporary Customer Payment Center located at the Murdock Administration Center, 18500 Murdock Circle, B-109, in Port Charlotte is open.

Monday through Friday—9 a.m. to 4 p.m.

The Temporary Customer Payment Center assisted **421** individuals for the month of July.

Contact us at 941.764.4300 or CCUSupport@CharlotteCountyFL.gov