



2022 ANNUAL REPORT



CHARLOTTE COUNTY

F L O R I D A

ANNUAL REPORT 2022

This annual report, submitted to the Charlotte County Board of County Commissioners, highlights the progress of initiatives, projects, and the many accomplishments by our departments in 2022. Our efforts are performed with the mindset of strategically advancing the Board's goals and you'll find the report is reflective of that.

Late in the year, specifically on Sept. 28, our community was one of many that were severely impacted by Hurricane Ian. We again proved our resiliency as an organization and as a community overall. Recovery and rebuilding efforts are now woven into our daily work and projects in the short term and long term. We are turning these challenges into opportunities to ensure our organization and community becomes even more resilient.

Across the organization, we have dedicated, professional public servants who place the highest priority on our mission of Delivering Exceptional Service.

I want to thank the Board for their vision and developing their strategic focus areas & goals that guide & provide a framework for decision making related to our work efforts. I look forward to continued progress in 2023.



— Hector Flores
County Administrator



CHARLOTTE COUNTY
FLORIDA

Board of County Commissioners	4
BCC Guiding Principles	4
BCC Strategic Focus Areas	4
Administration	5
Capital Projects Management	5
Public Information	5
Legislative	7
Water Quality	7
Awards	8
Fiscal	9
Budget & Administrative Services	9
Fleet	11
Information Technology	12
Real Estate Services	13
Transit	13
Community Development	14
Community Services	16
Libraries & History Division	16
Park and Natural Resources	17
Recreation Division	19
UF/IFAS Extension Services	21
Facilities Construction & Maintenance	22
Human Resources	25
Human Services	26
Public Safety	30
Emergency Management	30
Radio Communications	32
Animal Control	32
Fire/EMS	32
Public Works	35
Mosquito and Aquatic Weed Control	35
Solid Waste	37
Engineering	39
Maintenance and Operations	44
MSBU/MSTU meetings	46
Tourism	47
Marketing	47
Sports Market Development	50
Meetings Market Development	50
Media/Public Relations	51
Utilities	52
Awards	52
Infrastructure	53

BOARD OF COUNTY COMMISSIONERS



Ken Doherty
District 1



Christopher Constance
Vice-Chairman
District 2



Bill Truex
Chairman
District 3



Stephen R. Deutsch
District 4



Joe Tiseo
District 5

BCC GUIDING PRINCIPLES

- To be recognized as a community leader in quality-of-life issues.
- To improve Charlotte County government's morale and employee satisfaction.
- To increase and enhance the organization's and Charlotte County's productivity and performance.
- To enhance and improve our customers' satisfaction.
- To positively change the image of government.
- To improve communication both internally and externally.

BCC STRATEGIC FOCUS AREAS

Economic and Community Development

To create a business climate that promotes a diversified, growing economy consistent with sustainable growth management plans, environmental stewardship and enhanced quality of life.

Infrastructure

To build and maintain countywide infrastructure that meets our evolving needs and enhances our community appearance, improves public safety and protects our natural resources.

Public Services

To maintain a safe and healthy community by delivering essential services from skilled, professional and dedicated public servants.

Efficient & Effective Government

To manage fiscally sound county operations with a culture of transparency, accountability, citizen engagement and innovation.

ADMINISTRATION

CAPITAL PROJECTS MANAGEMENT

Oversight of capital projects across the county continues to be a top priority. Projects that were approved as part of the 2020 sales tax referendum are in design and staff is working with the many partners and stakeholders to ensure the delivered projects meet the needs of the end users and the community. Examples of these projects include Port Charlotte Beach Park Recreation Center and the sheriff's administration facility, which are well into the design process. Many capital projects exist outside of the sales tax program, and we have seen several of these, including three fire stations, completed in the past year. This is important as we expand the county's infrastructure to meet the demand of the rapidly growing population.

The implementation of the new enterprise asset management software and the corresponding asset management program is well underway. This system and the associated program will ensure the County takes a comprehensive and data driven approach to decision making around maintenance and replacement of assets to ensure effective and efficient programing.

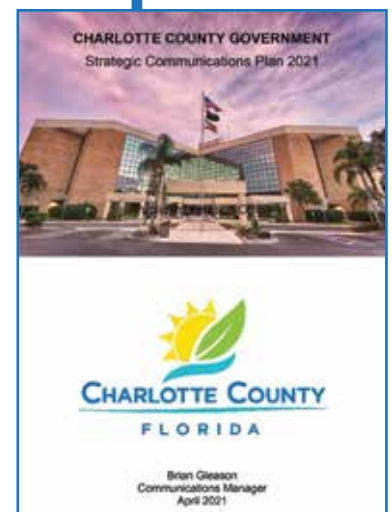
Maximizing funding sources for capital projects is critically important. Impact fees is a part of the funding model that has been the subject of many discussions. Navigating new statutory regulations along with utilization of fiscal projections and the existing impact fee study, staff was able to develop a path that gave control of impact fee rates back to the Board and the corresponding justification to assist them in determining the appropriate level of the fees.

PUBLIC INFORMATION

Strategic Communications Plan

The Public Information Office completed a revised Strategic Communications Plan. The plan included codification of organizational communications hierarchies and responsibilities, updated social media policies and an addendum of action items to be initiated.

The goal of the strategic communications plan was to revise county policies and practices to reflect current county priorities. Among the intended outcomes of the plan was to increase citizen engagement with a strategy of reaching people how they want to be reached, whether that's traditional media, website, social media or person-to-person. The plan was also a vehicle for outlining actionable steps that could be taken to improve internal and external county communication in fulfillment of the county's Strategic Focus Area of operating local government efficiently and effectively by improving communicating with the public and employees.



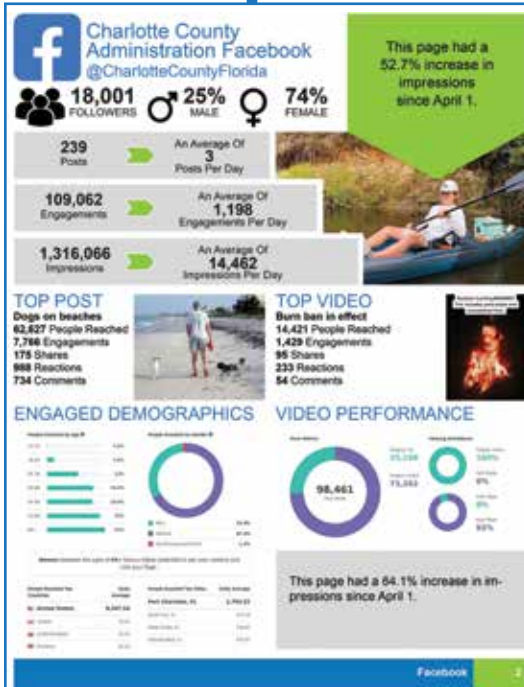
CC-TV Production Increase and Internships

The Public Information Office's CC-TV local government television channel increased video production in 2021 to 74 videos, which was 23% higher than its previous record of 60 in 2019 and 40% higher than the average for the past six years (53 videos/yr). Employing student interns to work in the CC-TV control room during televised county meetings allowed staff to create to create more original videos, while also fulfilling a Strategic Focus Area goal of increasing the number of interns.



Social Media

Communicating with the public about what we do has been the focus of Charlotte County's social media efforts the past year. Staff social media training, growing our audience, increasing awareness, building a community, and engaging with our followers were at the forefront of our efforts. Making our organization more humanized by moving our social media efforts beyond a flyer, was and still is, a focus of our efforts to continue to increase our usage of short-form videos, photos, polls and more. Building and engaging with the community was a focused effort the past year to foster an increased awareness of our programs, facilities, website, and services. Because an effective social media strategy is rooted in numbers, a priority this past year was to develop and implement quarterly social media analytics report to help us see where we can improve the citizen digital communications experience, set out to understand the citizen journey, better align digital strategies, reach more citizens, measure citizen satisfaction, and measure our social media efforts.



My Neighborhood



My Neighborhood webpage

The Public Information Office created a My Neighborhood webpage for the county website that allows residents and property owners to access information about their property, county facilities, elected officials, evacuation and flood zones, schools, parks, utilities, garbage collection and recycling schedules, voting precincts and voter registration. The project fulfills a goal of the county's Strategic Focus Area of operating local government efficiently and effectively by providing easy access to resident and property owner information in one online location.

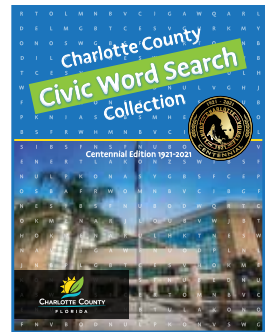
Document Hub

Working with the Information Technology Division, the Public Information Office created a new Document Hub in response to suggestions from an employee user survey and focus groups about the usability of Connect@Work. The project fulfills a goal of the new Strategic Communications Plan by improving internal communications and a goal of the county's Strategic Focus Area of operating local government efficiently and effectively by improving the process for finding and using county documents and forms.



Civic Word Search

The Public Information Office created a 32-page civic word search booklet and distributed it to county summer youth camps, libraries and recreation centers. The word searches consisted of county-related terms to familiarize residents with all facets of the county and county government. The book received a NACO Achievement Award. The project fulfills a goal of the county's Strategic Focus Area of operating local government efficiently and effectively by improving residents' knowledge of local government services, amenities and operations.



LEGISLATIVE

Charlotte County was able to maintain key objectives in our state and federal legislative agenda through a global pandemic and another recession. We were approved for \$2 million for our Septic to Sewer Program and another \$2 million for the Charlotte County William R. Gaines Jr. Veterans Memorial Park. Our support projects were also funded, and they were the Charlotte County Airport Aviation Technician Facility funded in budget at \$3 million and the Peace River Basin Water Quality Improvements received funding at \$4 million. These successes are built upon our relationship with leadership within the Florida House and Senate as well as the DeSantis Administration.

At the federal level, we have several develops that are still in flux, but even their mention is a significant step for our county's federal objectives. The U.S. House WRDA bill that authorizes activities of the Army Corps of Engineers includes a provision that could benefit the Charlotte Harbor in the future. Specifically, the language is as follows and would authorize a new study (and eventual project, hopefully) that would improve all the estuaries of south Florida, including the Charlotte Harbor. Additionally, \$500,000 was secured Rep. Greg Steube in the E&W bill for Charlotte County is related to their beach project study. Getting the funding for the beach study is a huge win, because it's a "new start" for a U.S. Army Corps of Engineers study, which are traditionally extremely hard to get.

WATER QUALITY

FY22 saw continued progress in implementing the commissioners bold goal to improve water quality in Charlotte County. In June 2022, Charlotte County collected the first water quality samples through its new water quality monitoring program. The initial goal of this program is to create what will serve as the starting point for a long-term monitoring network in Charlotte County, characterizing ambient conditions and identifying water quality trends. Results of the effort will be presented to the public in a manner that clearly describes water quality trends in relation to applicable water quality criteria.



This initial iteration of this monitoring strategy was developed with feedback provided by the many state and regional agencies responsible for management and protection of Lemon Bay, Gasparilla Sound, Cape Haze, and the Charlotte Harbor watersheds. In addition, extensive outreach on the project was conducted via multiple public workshops and presentations to civic groups, associations, and citizen advisory committees.

Charlotte County also hosted a water quality summit to inform the public on current activities and research related to the water quality, hydrology, and ecology of our coastal waters and the events that impact it. Speakers from universities, regulatory agencies, regional partnerships, and the county summarized some of the many initiatives they are engaged in to advance our understanding of this complex ecosystem.

Finally, Charlotte County continued prioritizing cooperation and coordination with our regional partners through such activities as the place based recreational fishery habitat conservation project in Charlotte Harbor and Lemon Bay. The goal of this multi-agency effort is to produce actionable science that will guide future management of habitats that economically important recreational fish species (snook and tarpon) depend on as nurseries. Community Development has played an instrumental role in this process by providing information and feedback on current/proposed ordinances and policies governing residential development in the county.

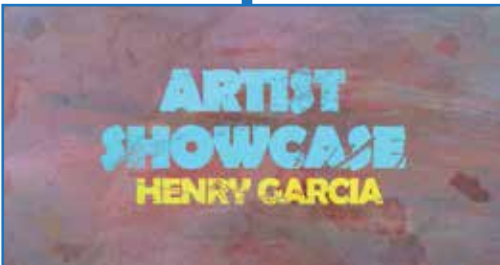


AWARDS

CC-TV Video Award



CC-TV earned an award from the Florida Association of Broadcast Journalists for his video series, Artist Showcase, featuring Arts & Humanities Council Artists of the Month.



NACO Achievement Awards

Charlotte County earned 21 National Association of Counties Achievement Awards, including its first ever Best in Category award, the association announced on Tuesday. The total was the highest number of awards since the county's became applying in 2017.

NACO's annual Achievement Awards program is designed to recognize county government innovations. Submitting and winning award program organized by government associations, trade organizations and other entities fulfills a goal of the county's Strategic Focus Area of operating local government efficiently and effectively by demonstrating to the public how the county employs talented and dedicated professionals using best practices to deliver exceptional service.

The following departments and divisions earned Achievement Awards for the programs listed:



Public Information Office

- 2022 One Charlotte, One Water calendar
- Civic Word Search
- Meeting in a Box

Human Services

- Charlotte HOME
- Family Services Center
- Fastrack Program

Community Services/IFAS

- 🕒 Adaptive Swim Lessons
- 🕒 All About Me Summer Camp
- 🕒 Easter Hoppity, Hoppity, Hopalong and Easter Egg-scursion Scavenger Hunt
- 🕒 H2O Boot Camp
- 🕒 Leadership Workshop
- 🕒 People Counter
- 🕒 Recreation Division Mentorship Program
- 🕒 Sam and Charlotte's Super Safari
- 🕒 Top Guard
- 🕒 Training Catalog and Staff Development
- 🕒 Virtual Ag Tour
- 🕒 Farm to Fork Exhibition – A Day in Centennial History



Information Technology

- 🕒 IT Managed Self-Service Business Intelligence

Community Development

- 🕒 Creating a Unified Vision
- 🕒 Plans Review Simultaneously

BUDGET & ADMINISTRATIVE SERVICES

FISCAL

Long-range Financial Planning

In preparation for the upcoming biennial budget process, the organization went through a series of exercises to develop long-range trend analyses for various large and unique county funds. These trend analyses modeled the impacts of accelerated population growth, short and long-term inflation, and recession. Fiscal Services worked with departmental staff to identify both short- and long-term impacts on operational and capital budgets and model those impacts into long-range projections of fund cash flows and reserves. These trend analyses were brought back to the board in a series of workshops throughout the spring and summer and spurred discussion amongst the board including the economic and financial implications each of the scenarios may have on the county's funds and budget.



Capital Improvement Process

The Capital Budget Process has been revamped and is currently underway for Fiscal Year 2024. The new process was rolled out and began in January with identifying the projects within the 20-year Capital Needs Assessment and continues with key meeting points on project timing, scope and cost that culminates into the final validation performed by the CIP Review Committee in December before it is presented to the County Commission. The process was expanded by eight months to assist departments with narrowing focus in the beginning stages to project selection and timing, then directing efforts to scope development/ modification, before proceeding to cost estimates for budget development in the six-year Capital Improvement Program. The Connect@Work Budget Site provides access to the CNA, CIP, CMP, amended project pages, templates and timeline.

Workshops

<p>Feb 17 – Transportation Fund</p> <p>Mar 15 – Tourism – Stadium – Event Center</p> <p>Apr 19 – General Fund</p>	<p>May 17 – Public Safety – Street Lighting – Habitat Conservation – Transit – Landfill</p> <p>June 21 – Fire Fund</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------

Transportation Trust Fund

Updated Projection

Legend: Revenue (Blue), Expenses (Red), Fund Balance (Green)

UPDATED Capital Process - CNA FY24 - FY43 (Year 1 of 2-yr budget cycle for FY24 & FY25)													
Who	Description	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
CIP Meeting	Meeting to discuss CNA updated process timeline and project years - yrs 7 & 8 in current window (2028 & 2029) and new projects to 20 year window.												
Fiscal	Fiscal updates Non-Utility CNA and Utility CNA for prior budget amounts, shifts 6 year CIP and 20 year CNA period, and posts on SharePoint Budget Site - Fiscal Years 23/24 & 24/25. Adjust inflation factors used on CNAs.												
Fiscal	Post template for new CIP sheets to include operating impact, FFE costs for buildings, road/sidewalk, dredging, water/wastewater, and stormwater.												
<i>Project timing and scope are reviewed during this portion of the process. No project cost changes in this part of the review.</i>													
Departments	Departments review projects in years 2028 & 2029 and identify new projects to be added to 20 year plan.												
CIP Meeting	Directors bring priority of their projects coming into 6 year window and new to 20 year CNA for discussion. Validate indices used for inflation factors on CNAs (buildings, roads, utilities.)												
Departments & CIP Manager	Departments review scope, specifications and project descriptions for NEW and previously approved projects in 6 year window with CIP Manager, sponsor departments and/or coordinating departments.												
CIP Meeting	Meeting to discuss scope and timing changes to CNA for new and previously approved projects and potential impacts to other departments.												
<i>Project cost changes are reviewed during this portion of the process.</i>													
Departments	Departments review their projects from the CNA for advancement to the CIP. Departments rank projects with their internal ranking methodology.												
Departments & CIP Manager	Departments review ranking matrix of their projects with CIP Manager.												
Departments	Departments enter new projects on CNA and update existing project amounts and year. [Amounts are updated for project cost increases, if applicable.]												
Fiscal	Post CIP sheets in excel to SharePoint Budget Site, grouped by infrastructure type, for department entry.												
Departments	Departments create CIP sheets for new projects within 6 year CIP window and update project sheets on existing projects to reflect changes in scope, amount, specifications, descriptions and FFE.												
Departments	Departments will coordinate with sponsor department on operating impacts and timing on when the project will go "in service."												
Departments	Deadline for departments to submit updates to CNA and CIP project sheets.												
Fiscal	Fiscal compiles CIP project sheets and CNAs and posts to SharePoint for CIP Review Committee discussion. Update inflation percentages used on CNAs.												
CIP Review Committee	Validate and prioritize submitted projects based on county needs, strategic focus areas, and available funding resources. Recommend ranking and allocation of resources to the Board for final approval. Ensure coordinating departments include impacts from each other in their project amounts and timing.												

County Financial System

Fiscal Services has been working in conjunction with the Charlotte County Clerk of the Circuit Court and County Comptroller's Office to prepare for the implementation of the county's new enterprise resource planning system, MUNIS, which will manage the county's day to day work activities such as accounting, budgeting, procurement, project and grant management, human capital, and payroll. Throughout the past year, staff across departments have worked to model current state processes and develop future state processes, system requirements and plan for implementation. The county's new ERP will be state of the art, reduce redundancy and improve efficiency of work activities.



FLEET

Public/Private Partnership

Fleet contracted NAPA Integrated Business Solutions to satisfy all our parts needs. NAPA is conveniently staffed along with their vehicles and inventory, onsite within the fleet compound.

This benefits the county immensely; all pricing is set at Source Well and/or GSA contacted pricing. This option provides a higher tier and broader buying power. Inventory on hand is owned and maintained by NAPA thus freeing up County's funds for other needed projects. This program provides the ability to search and obtain needed parts from other states, cities and counties live inventory, lessening down times. Daily stock orders arrive from NAPA's regional warehouses. NAPA will also provide needed supplies during the event of any emergency scenarios. Items that will be readily available and staged throughout the state includes fuel, generators, water, etc.



Preventative Maintenance

This year we have revamped the preventative maintenance notification system for all applicable Charlotte County owned and operated equipment.

Automated emails and reports generated weekly provide current, transparent information to all county staff regarding the preventative maintenance schedules of applicable equipment. The system provides key info such as the equipment number, when and type of service due, current recorded mileage/hours, date and or mileage/hours, assigned supervisor that oversees the unit. This has allowed for the ability to be even more proactive and efficient in maintaining county assets.



INFORMATION TECHNOLOGY

Redistricting

Redistricting is a legislative requirement which every county must perform after every decennial census. It requires the county to evaluate the distribution of its population and



adjust its boundary to make sure that the population is distributed equally across the districts. The GIS team with Information Technology worked in collaboration with the county attorney to achieve the requirements within acceptable limits. The proposed boundary changes were presented to the board during a workshop.

Internship program



Information Technology, as part of the county's overall internship initiative, has worked extensively with the Charlotte Technical College, to bring in students currently enrolled in the CTC, or recently graduated, as interns and temporary employees, giving them real world experience in the IT field. Some employees have gone on to take full time positions in the IT Division. They have also taken on students from other area colleges. These positions have ranged from computer technical support to cybersecurity. In addition to the valuable experience this provides for the students, it also augments the capability of the existing staff

911 Partnership and GIS Data Audit

In order to better serve 911 emergency response routing, GIS partnered with 911 to re-evaluate GIS-911 workflows and data in a GIS Data Audit of streets and addresses. Using a federal grant, 911 hired an external entity to initiate this GIS data audit to identify any gaps or missing links between County GIS data and emergency centered databases like Master Street Address Guide (MSAG) and Automatic Location Identification (ALI). Both these databases are used by phone and internet companies to pull addresses to provide services to new addresses and hence very critical to have an exact match with county GIS. This external audit spanned over a period of 18 months starting in September 2020, with a target goal of GIS match with both ALI and MSAG of 98%. GIS was actively involved in devising scripts and data automation workflows, street edits and advanced data analysis and working with the Special Projects Group in the Building and Construction Services Department for the addressing workflows. By February 2022, we could achieve the target match of 98%. This is a continuing process and partnership with 911 to make emergency vehicle routing accurate across Charlotte County.

REAL ESTATE SERVICES

Surplus Property Sales & Affordable Housing

The Real Estate Services Division has completed the surplus sales process for parcels deemed surplus to County needs. In fiscal year 2021-2022, we successfully disposed of 78 properties. The sale of these properties has generated \$1,141,854.70 in revenue and also returned these properties to the tax roll, both funding mechanisms for infrastructure and general budgetary operations.

Habitat Conservation Plan (HCP)

In fiscal year 2021-2022, Real Estate Services has acquired more than 150 acres for the Habitat Conservation Plan within Ridge Harbor Shores. To date, Real Estate Services has acquired more than 530 acres designated as HCP. This project helps ensure the long-term survival of the Florida scrub-jay.



TRANSIT

New Transit Facility

As we begin to adjust to a post-COVID world, staff and drivers moved into the new Transit Operations Center at 545 Theresa Blvd. Transit is now minutes away from Murdock Circle, has access to all the main arteries of the County and is adjacent to the JB fuel site which will save our drivers time to provide more trips here in the County. The building and the bus yard design and construction were paid for with 5,307 federal transit grants and state toll credits, no local funds have been used.



Funding and Operational Efficiencies

Securing additional operating and capital funding through the FTA and FDOT (CARES Act+) was paramount to continued operation. The additional funding could be used 100% for operating without match and could be carryforward. It has changed the financial needs and structure for Transit over the next two fiscal years.

In the spirit of continuous improvement and our focus area of efficient and effective government, the Transit division continued to improve scheduling and routing with the installation of new tablets in all the vehicles. This allows us to communicate immediately with the driver of any changes to their schedule.

COMMUNITY DEVELOPMENT

Vuspex Virtual Inspections



Vuspex is an inspection software providing flexibility for homeowners and contractors to schedule and perform the inspection. The contractor can upload videos of A/C, water heater replacements, and re-roofs to the building department.

The county inspector can review the video and result the inspection online. The software relieves the homeowner from having to be present for the onsite inspection. Savings include:

- The inspector can review inspection from a desk, not requiring travel.
- The contractor can take video upon completion of the project and does not need to send representative back to meet the inspector.
- The homeowner doesn't need to wait for and inspector to arrive.

Migrating Contractors Online

Over the past year we have seen an increase in online permitting. Through technology advancement, we have not only found new ways to streamline our processes but also improve our level our service through multi-reviews of submitted permits, online fee payments and inspection scheduling, as well as the ability to create custom reports.

We have a webpage dedicated to training and education of how to use this technology and have had training for our internal employees on online processes as well.



In 2021 there were only 11% that were applied for in person with 88% done online. For 2022 there was an increase in online permitting with 9% applied for in person and 90% was done online.

Outreach and education have proven that we are successful with our promotion of “Skip the Trip” and complete permits online.

Planning for the Future

Comprehensive Plan – Adoption of the Evaluation and Appraisal Report-based amendments is scheduled for Sept. 27, 2022. Planning staff has been working with staff from various departments, state agencies, citizens, and stakeholders since 2019.

On March 22, 2022, the proposed EAR-based amendments were approved by the County Commission and transmitted to the Department of Economic Opportunity and other state agencies for review and comments. The DEO issued a no objections, recommendations, or comments letter.

Citizen Input via Workshops
and Online Education Videos

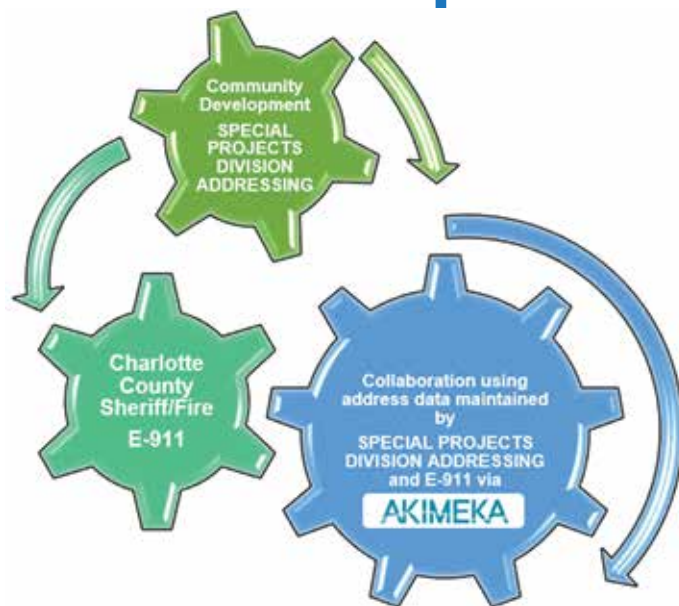
Submittal to
Multiple Agencies
for
Review/Comments

No Objections

Success!

Improvements for Safety via Interdepartmental Cooperation

The Addressing Division has been involved in the Akimeka Project since August 2020 through 2022. On a weekly basis, staff would spend on average 8-15 hours working on a variety of street reports that included but are not limited to; address range overlaps/disconnects, parity and street suffix type inconsistencies, etc. Records were kept of all street inconsistencies through an excel spreadsheet which was updated daily with any exemptions or corrections made and forwarded out to our E-911 contact. Over the lifetime of this project, bi-weekly meeting was held to discuss progress made and/or any concerns that needed to be worked on. Now address data is more reliable and accurate for emergency services.



FEMA in Charlotte County



FEMA



Charlotte County's FEMA Community Rating System three-year recertification provided enough credit points to move to a Class 5 community. Starting April 1, 2023, citizens will receive a 25% discount

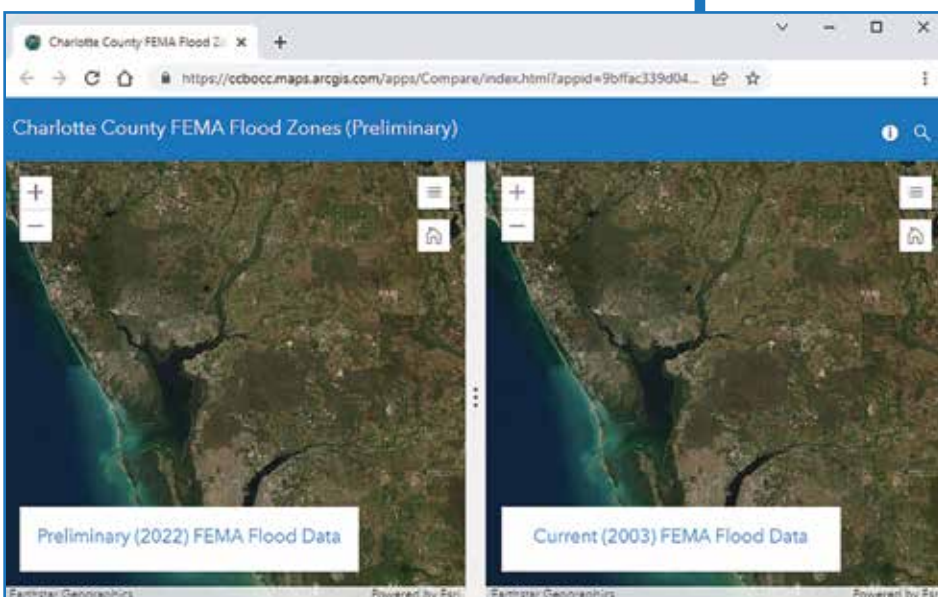
on flood insurance premiums through the National Flood Insurance Program. This translates to a potential \$1.3M in additional savings annually.

Community Development developed a program for a public information plan and committee that includes stakeholders in the community. This September, the City of Punta Gorda will join our committee, ensuring coordinated flood messaging throughout the county.

We began giving flood workshops in all the local libraries to educate the public about the changes in flood insurance and the upcoming changes to our flood insurance rate maps.

If awarded, we will apply for a FEMA Hazard Mitigation Grant Program, allowing us to develop a watershed management plan for our County. The watershed management will include meeting a prerequisite for improving to a CRS Class 4 in the future.

New FEMA Flood Insurance Rate Maps become effective on Dec. 15, 2022.



COMMUNITY SERVICES

LIBRARIES & HISTORY DIVISION

Libraries & History Hit the Road!

Staff know some of our citizens can't take advantage of our public services due to life circumstances. This year staff focused on beginning to address this issue by getting out of our buildings and bringing our services directly to Charlotte County residents in their homes and neighborhoods. Staff successfully piloted a traveling pop-up library in Englewood and began rolling it out across the County. We brought full services, including regular library and historical programming, to assisted living communities and residential care facilities. We took technology access out of the libraries and brought it into people's homes with loanable hotspots and Chromebooks. We started a new home delivery service bringing books and technology to housebound residents who had no access to our services. These initiatives begin the process of ensuring that all our residents have equal access to our services. We hope to increase our reach even further in the coming year.



Workforce Development for Teens and Young Adults

One of our goals this year was to look for ways we could aid in workforce development and civic engagement for teens and young adults. We revived the Online High School and had our first graduate this year. We are working with Career Source and have found places for several teens in our libraries. We have begun working with local colleges and universities to provide opportunities for interns. On the civic engagement front, we recruited more than 57 teen volunteers this year. Staff have also been actively helping teens to find ways to help their community outside of the libraries, for example staff have partnered with Keep Charlotte Beautiful to organize teen beach cleanups.



PARK AND NATURAL RESOURCES

Master Planning

Fiscal year 2022 was a busy year for park planning. Public meeting and master plans were completed for Bissett Park and Myakka Park. Bissett Park’s new master plans includes the expansion of existing amenities, the addition of walking paths and a community center. Myakka Park will feature improved and expanded parking, nature trails, bike trails, a ropes course and a natural canoe/kayak launch. Implementation of the approved master plan for Lake Betty began this year and continues to work its way through the site plan review process.



William R. Gaines Jr. Veterans Memorial Park

The County accepted two new memorials donated by the William R. Gaines Jr. Veterans Memorial Foundation. These memorials honor the service members from all branches of the US military and local, state and national first responders.



Shorebird Monitoring

Parks and Natural Resources Coastal staff worked various state agencies to come up with a new management plan for the Palm Island Shorebird mitigation site combining mechanical vegetation treatment, hand raking, mechanical racking, and chemicals treatment to encourage more nesting. To help address mammal predation on shorebird nests Coastal staff initiated a pilot Carolina Reaper pepper study.

Before:



After:



Volleyball Courts

Parks and Natural Resources ballfields staff designed and constructed completely in-house nine new sand volleyball courts at three parks including Carmalita Park, Centennial Park and Ann & Chuck Dever Regional Park. These were designed and constructed as regulation sized courts and are home to all three high school competitive sand volleyball teams.



Sport Court Improvements

Parks and Natural Resources park staff was hard at work this year refurbishing sport courts throughout the park system. At Port Charlotte Beach Park, one bocce court was completely rebuilt (the second one will be refurbished later this year) and the volleyball court received new posts, perimeter borders and all new sand. At McGuire Park, both of the horseshoe pits were rebuilt providing for easier maneuverability for players and less day-to-day maintenance. Pickleball enclosures for temporary nets were completed at Bissett Park, Harbour Heights Park, Harold Avenue Regional Park, and Midway Park. The upgrading of ghosted pickleball lines to ice blue throughout the park system kicked off in June with Bissett Park, Deep Creek Park, Port Charlotte Beach Park, Rotonda Park and William R. Gaines Jr. Veterans Memorial Park and should be completed by the end of the September.



RECREATION DIVISION

CAPRA Reaccreditation

The Commission for Accreditation of Park and Recreation Agencies reaccreditation through the National Recreation and Park Association occurred on May 2-5 with a virtual review from the CAPRA Review Team. Our initial accreditation occurred in 2017 and this was our five-year effort to become reaccredited. We received notification on May 12 that we met all of the required 154 standards in our submitted self-assessment and the CRT's have made a recommendation to the Commission for our agency to be reaccredited. There are currently 191 CAPRA-accredited agencies in the United States. We will receive formal acceptance of this reaccreditation at the NRPA National Conference in September 2022.



Collegiate Swim Team Training

The Ann & Chuck Dever Regional Park Pool and the Centennial Park Pool hosted three intercollegiate swim teams and one age group team in December and January for their annual winter training trips. Teams stayed in local hotels and spent up to a week visiting Charlotte County. Teams included Milligan University, Hope College, and George Fox University. The combined estimated economic impact from these events was \$496,278.



Spring Training

Spring training is held from Feb. 10 to April 3 of each year. This year, the Tampa Bay Rays arrived on March 13 and departed on April 5 due to the shortened season as a result of the MLB lockout. There was a total of nine spring training games scheduled at the Charlotte Sports Park with total attendance of 24,150. In order to fulfill our contractual obligations with the Rays, there were a total of 88 County employees hired for security along with oversight and coordination for an additional 115 staff members with fan host and parking operations. The total estimated economic impact for the 2022 spring training season was \$6,094,800 (an increase of \$2,558,300 from FY 21).





58th Annual Easter Egg Event

This year's event showcased an Easter Egg-scursion Scavenger Hunt along with a Hippy Hoppity Hop-along Drive-through activity. There were 139 members of the community who participated in the scavenger hunt and an estimated 1,980 patrons who took part in the drive-through activity. Social media included videos and photos that reached more than 59,000 people. This program also provided Instagram



Reels which resulted in more than 6,000 views and reached more than 5,800 profiles. Community Services received more than \$8,200 in donations from community partners for this event.

Summer Camp

Our 2022 summer camp program hosted 2,587 registered children with ages ranging from kindergarten to 13 years of age. The recreation facilities hosting these camps were Ann & Chuck Dever Regional Park, Centennial Park, Harold Avenue Regional Park, Port Charlotte Beach Park, and South County Regional Park. Fun activities this year included Stealth Mobile Laser Tag, Spinz Roller Skating, Hammer & Stain, movie theatre, Sunsplash Waterpark, water slides, and SkyZone Trampoline Park. For the second consecutive year HARP hosted a sports specialty camp, which provides opportunities to learn and/or improve skills in a variety of sports. Our guest speakers included Charlotte County Libraries, Drug Free Punta Gorda, and UF/IFAS Extension Family Nutrition Program. There were a total of 10 camp participants (six families) who received scholarships through the Kid's Camp Connection to attend this year's program (\$4,950 awarded).



UF/IFAS EXTENSION SERVICES

UF Vice President of Extension visits Charlotte County

With 67 counties to cover, it is difficult for UF/IFAS Administration Officials to personally visit each county on a regular basis. In the last couple of years, we were visited by the new Vice President of Extension Dr. Scott Angle – twice in a very short period. In December 2021, we were honored to have the new Dean of Extension Dr. Andra Johnson visit Charlotte County for several gatherings. Dr. Johnson was formerly the associate director of Penn State Extension and started as dean of UF/IFAS Extension on Nov. 1, 2021 replacing former Dean Dr. Nick Place. With a background in Forestry and Agriculture, Dr. Johnson is well-versed with the needs and issues related to farmers. His first meeting in Punta Gorda on Dec. 8 involved a visit with our 4-H Agent and Program Assistant discussing local youth programming. This meeting was followed by another meeting with a group of Florida Farm Bureau members and local/regional growers/producers as well as the district extension director, county extension directors, and multi-county agent. This gathering involved listening to those involved in agriculture and Extension. With a variety of producers engaged in citrus, cattle and honeybees, Dr. Johnson received a good introduction to local agriculture and the support supplied by UF/IFAS Extension.



Go Florida Native on Arbor Day

Florida-Friendly Landscaping staff, worked in partnership with Peace River Audubon and Mosaic on National Arbor Day to feature a free native plant starter kit at “Go Florida Native on Arbor Day” on April 29 at Centennial Park in Port Charlotte. Under the umbrella of environmental stewardship, participants that signed up received six native plants and committed to planting and caring for this collection in their own yard. The kit consisted of a Florida native tree, two shrubs, a vine and two grasses. With a retail value of \$80-\$100, this was a significant start to native plant landscaping.



Registered participants attended a short educational class on planting and caring for these plants via a video developed by a graphic specialist. As a result of this program, 180 households benefited from this event and increased their understanding of proper planting techniques. Adopted skills such as proper planting techniques in turn ensure increased survival of new plantings. These drought-tolerant native plants are beneficial to wildlife and pollinators and will require less artificial irrigation once established. They will also aid in protecting water quality in the surrounding landscape all supporting the Strategic Focus Area: Economic and Community Development.



Airport Rescue & Fire Fighter

This ARFF will be instrumental in keeping local airport fire staff proficient in training and current on Federal Aviation Administration certification requirements. Elements of the state-of-the-art aircraft allow for fire training on two different types of wings, multiple engines sizes and locations. Realistic training on interior fires to include seats, galley, lavatory, cockpit, overhead bins, cargo area, and cabin rollover. Exterior fires include engine fires, wings, fuselage, landing gear, brakes, and ground fuel spill fires.

The prefabricated components were delivered to the Public Safety Training Complex and assembled on site.

The Airport Rescue & Fire Fighter simulator project completed in August. This \$9.3 million project was joint funded by the State Fire Marshal's Office and county tax dollars.



Fire Stations 2, 5, 10

Three new Fire Stations 2, 5, and 10 were constructed to replace aging infrastructure. These new fire stations will house more fire staff and equipment to better serve the public as our community grows.



The new 12,160 square foot Fire Station 2 is located on 17517 Seymour Ave., Port Charlotte, replacing the old fire station located on 1493 Collingswood Blvd. The station was completed in June 2022 with a construction cost of \$5.5 million.

The new 9,232 square foot Fire Station 5 is located on 15200 Burnt Store Road, Punta Gorda, replacing the old fire station located on 26287 Notre Dame Blvd. The facility was completed in July 2022 costing \$4.5 million in construction. Both fire stations were designed and constructed under the construction manager delivery method; these two are standard prototype designs. The apparatus bay section accommodates four to six emergency response vehicles. The stations have separate bunk gear storage,

kitchen space with all the latest amenities, laundry room, radio control room, workout room, sleeping quarters, restroom/shower facilities, and a day room. The structures were constructed with impact windows and emergency generator power.



New Fire Station 10 is located on Don Pedro Island, replacing the old volunteer station. Design began in March 2019 and completed in November 2019. Construction began in September 2020 and completed in October 2021. Total project cost of \$4,031,569 was funded by sales taxes. The facility is approximately 6,088 square feet. The lower section has room for four emergency response vehicles, extra storage, separate bunk gear storage, and two sets of emergency stairs. The upper level contains kitchen space with all the amenities, laundry room, radio control room, workout room, sleeping quarters, restrooms with shower facilities, and living space. The building includes impact glass, an emergency fire pole, complete elevator, and full generator power.

Transit Facility

The new 5,885 square foot Transit facility was relocated to 545 Theresa Blvd., Port Charlotte from Airport Road in Punta Gorda. The new facility provides a central location to improve service to citizens county-wide and relocates county staff from a temporary trailer into a permanent facility.

Amenities include a bus drivers lounge with office workspace, administrative offices, operations offices, command and control center, restrooms with separate shower facilities, conference room, stand-alone generator operations, and a secure bus parking lot.

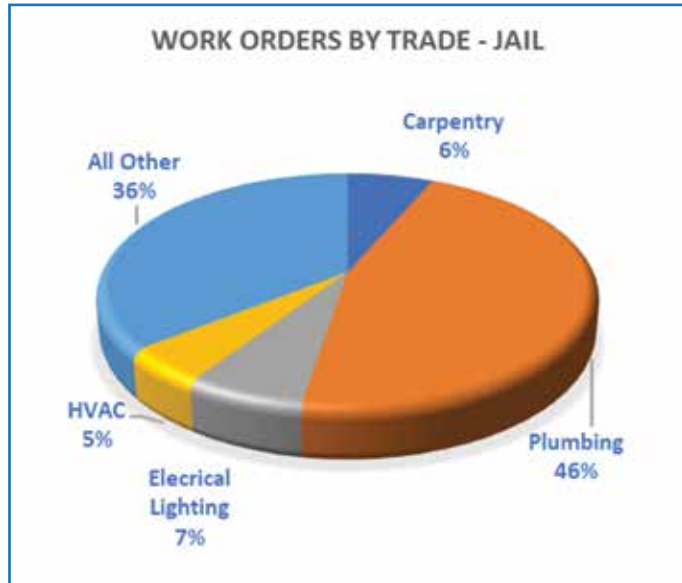
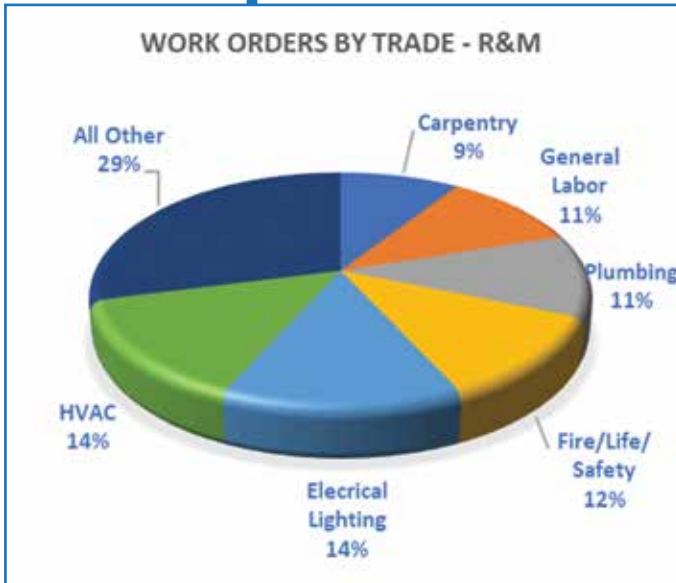
The facility design began in July 2019 and completed in November 2020 at a cost of \$309,000 and construction completed in December 2021 at a cost of \$3,388,883. The total cost of the project including purchase of the land was \$4,033,982. This project was funded by a Federal Transit Administration grant project.



Work Orders and Small Projects

Work orders are among several mechanisms that Facilities utilizes to preserve and maintain the county's infrastructure. More than 7500 work orders were submitted to Facilities this year from all departments and elected officials.

The scope of work requested through work orders ranges from custodial, general labor, and HVAC preventive maintenance to skilled labor.



In addition to responsive and preventive maintenance work orders, Facilities also handles small projects. The scope of these small project work orders ranges from space reconfigurations and remodeling to significant building repairs and unique project requests. These projects are managed by two project coordinators who work with contractors and inhouse staff to get the projects done. In FY22, project coordinators worked on more than 148 projects with an approved budget of more than \$2 million dollars.



HUMAN RESOURCES

STARR Program (Strategically Targeted Talent Aligned for Retention)

The STARR Program involves creating a recruitment pipeline from all the candidates that didn't get selected as a first choice in a job offer but still have strong skills sets. They can be placed as a temporary worker who may receive training for a successful transition to a full-time or part-time position.

Placing candidates in jobs that are already interested in working for Charlotte County and allowing them an opportunity for successful transition to a more permanent position.

Enterprise Resource Planning System (Munis)

A software transition of the HR and Fiscal processes. A cross functional team has worked on the scope for the project bid and the process maps of some of the departmental functions. We are now at the implementation planning stage of the project.

This has allowed us to increase efficiency and reporting capabilities that will eliminate data entry, duplication, and manual interfaces with other software's.

Union Contract Negotiations

International Union of Painters and Allied Trades was ratified on March 22, 2022 and the International Association of Fire Fighters negotiations are still in progress.

HR Metrics and Dashboard Creation

This project involves the creation of a visual dashboard that pulls data on a regular basis so we can see immediate results for our efforts in areas such as "days to fill", # of applicants, STARR placements, etc. In addition, an HR projects manager position was developed to focus on this task and departmental metrics that drive decisions.

Data for organizational decisions will be readily available and departmental support for operational efficiencies.

Successful completion and implementation of elements of a Classification & Compensation Study, meant to analyze our classifications and pay plan to make sure we are keeping up with our competitors in the market. This project is necessary in order to retain our employees and successfully recruit the talent we need for open positions in the organization. This is critical to delivering public services for our citizens.

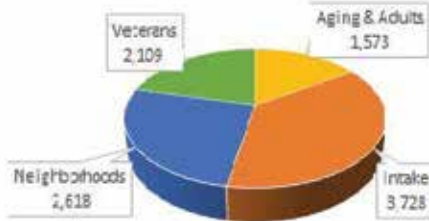
Department Overview

The Human Services Department continued to serve a record-breaking number of residents with financial assistance, information requests and referrals but, the major accomplishment of 2021 was the completion and opening of Phase I of the Family Services Center which was a 2014 Tier 1 1% local option sales tax project.

The following are the key achievements we have experienced in the past year:

- Family Services Center Phase II planning/design completed
- Received three NaCO Achievement Awards for the Family Services Center, HOME program and Fastrack Online Financial Assistance Program.
- Re-established the Aging, Disabled Adults, and Veterans Ad hoc Committee. The purpose of the committee is to convene partners serving vulnerable populations to strengthen collaboration, identify resources and gaps in services, and strategize to meet unmet needs. We want to facilitate dialogue on integration of services and improve outcomes for vulnerable individuals and families
- Integrated Client Service Model completed and made an integral part of the Community Partner Lease and Memorandum of agreement
- 12 community partners approved by the County Commission
- Completion of Phase I - Family Services Center
- Demolition of old building and site graded
- Groundbreaking for Phase I Family Services Building - Nov. 24, 2021
- Intake and Neighborhood Services relocate from Loveland Boulevard to Family Services Center
- Boys & Girls Club open operations in time for 2021/22 School semester
- Family Services Center highlighted in a social media “Take 1 Video”
- Five Joint Committees established to promote strong communications between County staff and community partners.

2021 Number of Clients Served by Human Services Divisions



2021 Fastrack Online Applications



During 2021, Human Services had the distinction of working out of three offices; 1050 Loveland Blvd. and 21500 Gibraltar Drive in Port Charlotte and 6868 San Casa Drive, Unit 12 in Englewood. In each office staff provided residents with hundreds of resources, financial assistance, assisted with benefits reviews all of which helped make their lives more stable. In addition, the department made great strides in expanding the county's affordable housing programming.



The following are key achievements from each of the department's four divisions, Aging & Adult Services, Intake Services, Neighborhood Services and Veteran Services:

Aging & Adult Services

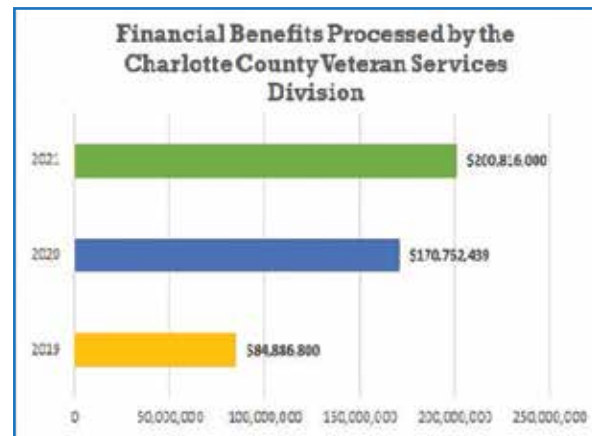
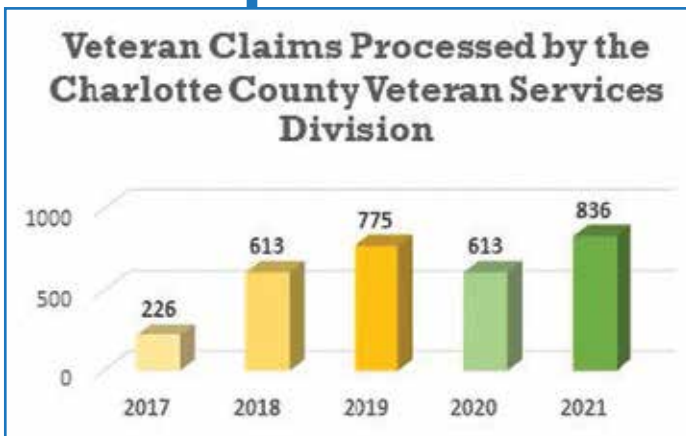
- Received high marks for aging program monitoring, only minor issues were noted. Received kudos from Area Agency on Aging for staff on the Family Services Center and its partnerships with providers that also serve the same target population. Area Agency on Aging will be a leased partner in Phase II.
- Expended \$1,130,259 in services through our Department of Elder Affairs funded programs.
- Staff from the Aging and Adult Services Division, works with NBC2, local Ford Dealerships and the local chapter of the Kiwanis Club, each year to deliver Christmas gifts to seniors and their families. More than 120 presents were personally delivered to clients
- Conducted targeted outreach to provided information on elder programs to more than 1,600 citizens of Charlotte County
- Active members with Our Charlotte Elder Affairs Network
- Have been awarded \$337K in Older American Act ARPA funding through the Department of Elder Affairs
- Have responded to 30 wellness-check visits on elderly clients that were referred from Charlotte County EMS
- Aging and Adult case managers have expanded their work to include homelessness coordinated entry assessment and referrals through the Gulf Coast Partnership continuum of care, homeless prevention and self-sufficiency case management, low income home energy assistance program files, and SSI/SSDI Outreach, Access, and Recovery case management

Neighborhood Services including Affordable Housing

- Served(serving) tornado victims with repairs/recovery
- Finalized Charlotte HOME policy (October 2021) and obtained BCC approval
- Awarded more than \$500,000 in impact fee waivers through Charlotte HOME
- Created a CCU repayment agreement extension program
- Reorganized the SHIP program to improve efficiencies related to fiscal practices, offer expanded services (including increases to purchase assistance and rehab), entered sub- recipient agreement with GCP for rapid re-housing, added strategies to support multi-family development and other rental development, and incorporate rental monitoring
- Implemented the rental monitoring program and on target to offer comprehensive report on Agreements/compliance in December 2022
- Successful DEO monitoring of CSBG/LIHEAP
- Recruited additional contractors/tradesmen to alleviate delays in SHIP construction and rehab project delays
- Planning and design commenced for Phase II of FSC
- Awarded the Low Income Home Water Assistance Program grant and received over \$755,000 to assist Charlotte county clients.
- Finalized Low Income Home Water Assistance Program policy and fiscal procedure
- Started the HVAC program for repair and replacement through LIHEAP/EHEAP
- Successful AAA monitoring of EHEAP
- Harry Chapin Farmer's Market food pantry bi-weekly
- Facilitated the pick-up and delivery of food, from food banks, for 220 elderly client who lack financial means and transportation to obtain sufficient food

Veteran Services

- Charlotte County Veteran Service Officers filed an increase of 36% more claims than the previous year
- We nominated and recognized George Downing in a Combat Wounded Recognition Ceremony



Veteran Services, continued

- The 2021 Department of Defense - Office of the Actuary reports our 2,471 military retirees in Charlotte County contribute to our community an economic impact of an additional \$5,581,000 in monthly benefits
- Total 2021 Veterans Administration Expenditure report for Charlotte County is an additional \$195,235,000
- Charlotte County Veteran Services obtained a Release of Names and Addresses from the Department of Veterans affairs and continues to mail personal letters to recently discharged veterans that returned to Charlotte County
- Veteran Services Manager Jocey Henderson attended the National Association of County Veteran Service Officers Annual Conference and completed all CEUs to maintain national accreditation.
- Veteran Services Manager presented de-escalation training at the County Veteran Service Officers Association of Florida Fall Conference
- To date, the Veteran Services team participated in 32 outreach events with a variety of identified targets

Intake Services

- Targeted integration around central/coordinated intake at the FSC, coordinated entry for homelessness prevention through integrated case management, and serving at-risk youth continue to progress, engaging FSC leased partners, community partners, and regional/state partners
- Secured representation on the Community Alliance, joining other local, regional and state partners to address system gaps/concerns related to DCF and DJJ youth and ensure best practices and collaboration around Charlotte County children/youth
- Leadership staff trained in Results Oriented Management and Accountability cycle
- Created a COOP plan

Family Services Center

Construction of the center had started in 2020 and despite fluctuations in construction staff and supply chain interruptions, the structure was completed ahead of schedule and under budget. Scheduling and collaboration were an important element in bringing this project to fruition. Tenants at the existing Family Service Center needed to remain in the building until they had a new facility to move to. Project managers stayed in constant communication with Human Services staff and tenants to assure that heavy machinery and clients on site stayed separate and safe. By July and August of 2021, the old Family Services Center was demolished and the keys to the new building were officially turned over to staff. The Intake





and Neighborhood Services Divisions moved in and very quickly began working with a hybrid workforce serving clients on site and remotely, as well as oversee the final furniture installations and interior inspections. On Sept. 1, 2021, the Boys and Girls Club of Charlotte County were the first of the eleven twelve community partners to move in and they immediately started providing after-school care and programming. The remaining partners corresponded throughout the remainder of the year and prepared for January/February 2022 move-in dates.



PUBLIC SAFETY

EMERGENCY MANAGEMENT

Charlotte County Emergency Management worked with 33 disaster essential agencies, from both within the county and outside, to update and/or create continuity of operations plans to ensure continued and uninterrupted essential services during times of disaster or disruption. This detailed planning takes into account numerous factors that may deny use of primary workspace, flow or function. Those eventualities have been planned for including ways to relocate, operate remotely, operate virtually or in austere environments. These in depth and detailed plans have been documented within individual COOPs and are ready to be tested.

This level of planning ensures the ability of our county departments and partner agencies to provide the essential services our residents and visitors require, and have come to expect, to live and thrive in a safe and healthy community.

Logistical Staging

To ensure the ability to rapidly process, store, package and deploy critical disaster resources Emergency Management created an operational plan that leverages the county staging site, the material handling and transportation capabilities of Public Works and Community Services in coordination with pre-designated and emergency disaster sites. The staging area plan covers multiple locations and mission ready package types, such as the four general population shelters, the special needs shelter, disaster recovery centers, cooling/charging sites, points of distribution, pandemic testing, vaccine, alternate care site and commodity storage.

This plan and the physical storage of disaster resources has been tested with partners in both exercises and real-world environments. Charlotte County now possesses the ability to quickly, safely and efficiently deploy resources to those most in need during times of disaster or when critical infrastructure disruptions occur. This ability helps to ensure the health and safety of our residents throughout a disaster cycle.



Training and Exercise Program

Emergency Management continued to enhance the exercise program to ensure stakeholders and disaster partners have opportunities to practice their response to both no-notice and notice events in the Emergency Operations Center environment. This includes drills on specific phases of disaster activities and testing plans and procedures already in place in hopes to improve future disaster outcomes.

Disaster responses that involve knowledgeable, creative and flexible teams are known for enhanced performance and ensure a more expedited progression into recovery. Exercises foster these traits and the familiarity and working relationships established with disaster partners in a simulated scenario pays dividends in actual times of disaster.

FY 21 Exercises:

- Fall EOC Tornado Exercise
- Departmental Cyber Exercises
- General Population Shelter Training and Functional Exercise
- Special Needs Shelter Mobilization Drill
- 2022 EOC Hurricane Exercise



RADIO COMMUNICATIONS

Bi-Directional Amplifier

In a collaboration with the Division of Fire Prevention, our radio communications team developed minimum requirements for BDA testing and installation in new and existing buildings countywide. BDA boosts the radio signals of both incoming and outgoing radio communications. As building construction changes with thicker walls, different building materials and structure size, the potential impedance on radio signals is significant and continues to grow. By mandating BDA coverage testing as part of the permitting process (in all new construction) we can help ensure that radio coverage gaps are addressed in the planning phase of construction and will guarantee reliable mission critical communications for all county radio system partners.



ANIMAL CONTROL

H.E.L.P. Program

Charlotte County Animal Control has partnered with the Animal Welfare League of Charlotte County to create the H.E.L.P. Program (Help End Local Pet-overpopulation). This is a low-cost spay/neuter program for qualifying Charlotte County pet owners. Spaying or neutering a pet is the number one prevention in helping to control pet overpopulation, which contributes to pet homelessness, neglect and even abuse. The primary reason that pet owners cite not having their pets spayed or neutered is affordability. This program helps provide a solution to that problem by offering access to these services at a greatly reduced cost. This serves the overall good of the community and their pets by providing realistic options for pet owners and reducing unwanted litters that create challenges to animal shelters.

FIRE/EMS

Comprehensive Organizational Study

In November 2021, Charlotte County Fire & EMS began working with a consultant, Fitch & Associates, on a comprehensive assessment of the Department. Throughout the evaluative process, senior staff along with a team of consultants worked diligently to extract organizational data, evaluate community-driven needs, and compare industry standard best practices to generate a focused model of sustainable growth for the department. This project is also inclusive of a “Standard of Cover”, a critical step towards the accreditation process.

The benefit of this project to Charlotte County is realized within the review and planning process. Identifying operational successes and opportunities help define where organizational improvements can be made. As part of this study, numerous areas for cost-saving and operational efficiencies were revealed and are in process of implementation such as aligning with the County's Strategic Focus areas. This project is validating and redefining the level of service along with the development of performance measures, planning for responsible and sustainable growth of Public Safety that meets the evolving needs of our community, ensuring a culture of continuous improvement is a top priority for the department.

Officer Candidate Academy

As part of Fire & EMS accomplishments, the introduction of the Officer Candidate Academy stands out. This program was developed for the purpose of creating a consistent educational component that will be delivered to all members desiring to promote to the rank of fire officer. The week-long course provides depth to the foundational knowledge that our employees maintain. This managerial focused program covers a broad range of topics including leadership, mentoring, conflict resolution, command and control, policy understanding, operational considerations, and a presentation by Human Resources.

The Officer Candidate Academy has had an immediate impact on the organization and the County as a whole. By providing a more robust training format, candidates who were promoted were able to operate independently at a much quicker rate. Additional efficiencies were also captured, such as the consistent delivery of information, a reduction in overtime for training newly promoted officers, and a pathway for employees to get to know the organization from a different perspective.

Directly aligning with Charlotte County's Strategic Plan, the Officer Candidate Academy focuses on the continuous improvement of our employees through training and education. Ensuring that a high-level public service is maintained by our skilled and professional public servants. Within the program, leadership, mentoring, and customer service are highlighted. By creating a strong messaging system, up and coming leaders within the organization are empowered to improve organizational culture and maintain productive and positive work environments.



ARFF Training Simulator

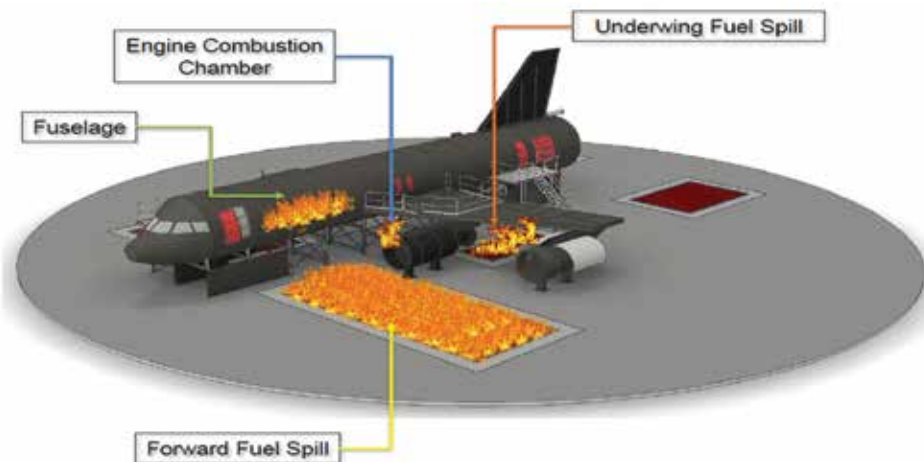
Charlotte County Fire and EMS continues to work with Facilities in the final steps toward completion of the Aircraft Rescue and Fire Fighting training simulator. The project will maintain a safe community by delivering essential and specialty services from skilled, professional, and dedicated public servants. The primary role of the ARFF Training Simulator is to provide annual certification and training to airport firefighter personnel and satisfy

the Federal requirements for fire and rescue service at airports with commercial air carriers. The simulator will allow first responders outside of the airport lines to train for response to an aircraft incident, providing incredible training opportunities for all fire rescue, law enforcement, airport staff, emergency management, and many other agencies state-wide.

Additional benefits of this project include improved training through a lifelike model, increased safety, potential revenue stream, cost savings within department training, and Insurance Services Office credit.



Public Safety staff have worked extensively to create the training programs for two courses. The initial 40-hour ARFF certification and an annual refresher course. We have worked with the State of Florida to ensure the courses are recognized by the Florida Bureau of Fire Standards and additional courses will be in development in year two of the program. Some of the tasks completed recently in preparation for running programs include creating a registration process, quotes/invoices, student handbook, instructor handbook, lesson plans, testing materials, presentations, instructional videos, student manuals, marketing products, instructor training, maintenance programs, purchasing of ancillary equipment and many other work products.



The prop should go live for external courses in December 2022 providing for safer/better trained firefighters serving our communities.

MOSQUITO AND AQUATIC WEED CONTROL

The following are some examples of the initiatives that the Division of Mosquito and Aquatic Weed Control has planned and implemented to provide for the County Commission's Strategic Goals of both Efficient and Effective Government as well as Delivering Exceptional Service by protecting residents and visitors from mosquito vector-borne arboviruses and parasites.

Data Collection

Mosquito and Aquatic Weed Control have upgraded the landing rate and service call process with real time data entry tablets that can be used from in the field to determine if areas meet treatment standards. It adds data directly to our data base to avoid human data entry and allow instructions to be given to the field specialist. They can also enter if any treatment materials were used at a specific site and assist in inventory balance.

Mosquito and Aquatic Weed Control has upgraded the computerized truck spraying system and data reporting process. The onboard computers regulating the treatment or fogging monitors for the ground based adulticide trucks have been upgraded. The new monitors allow electronic navigation replacing paper maps, track vehicle progress, and track when treatment material is deployed. The units assist in minimizing waste of material, reduces staff time having to fix or change trucks when old units fail and preparing maps for evening missions for each driver. The new units are more accurate at controlling the output of product through the ULV system. All data associated with the completed mission is automatically entered into database when the truck returns to the operations base. The information automatically downloaded includes indicating where the trucks was, its route, its speed, the time, the amount of product being released, and GPS coordinates for each event.

Mosquito and Aquatic Weed Control is rearing locally caught mosquitos and known genetic strains in its insectary rearing chamber to perform both technical grade as well as product grade bioassay testing to ensure the effectiveness of the mosquito control adulticides in use.

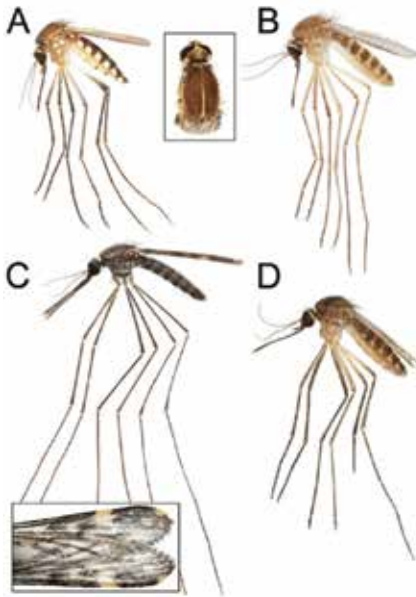
Bacterial Culturing

The lab has been set up to do bacterial culturing using specialized equipment and make sure that we do not distribute any sick or contaminated fish. The advantage of this is that we can identify different types of bacteria that are present in our own Gambusia fish stock tanks. So far, we have experimented with culturing fecal coliforms and have been able to isolate colonies using water filtration, Chromocult agar, and incubation. In the event we ever experience a fish kill or health issues in our tanks, this method may help us identify the cause if it is from the presence of a certain bacteria. We distribute the Gambusia fish free under a permit from the Florida Department of Agriculture and Consumer Services' Division of Aquaculture. This ability will make sure that we do not distribute any sick or contaminated fish.



Mosquito Testing Program

Mosquito and Aquatic Weed Control has enhanced pool testing of mosquitos for disease surveillance to supplement the sentinel chicken program. Pools or samples of a vector mosquito species are pulled from our daily trap collections analyzed by a Vector Test Antigen Assay Kit. Using these kits, we can rapidly detect the presence of West Nile virus, Eastern Equine Encephalitis, St. Louis encephalitis, Chikungunya, and Dengue Fever. The rapid tests are then confirmed by the DOH lab in Tampa but allow the Division to make immediate decisions to focus on an area and treat it as a potential source site before the results come back from the state lab.



New Mosquito Species Detected in Charlotte County

The figure at right depicts the four newly documented species (from A to D) *Aedes pertinax*, *Anopheles perplexans*, *Culex declarator*, and *Culex interrogator*.

Species Heat Map

Staff has been utilizing ArcGis software to create mosquito species heat maps based on annual trapping surveillance data. This enables users, at a glance, to be able to see potential disease vectoring mosquito abundance or where uncommon species are most often seen. This will also enable users to see if there are species distribution changes over time due to varying weather patterns and/or habitat changes. This is an ongoing project that will refine the areas and the numbers and individual species that can be viewed.

Extended-release Granule Trial

Staff partnered up with an outside vendor to test out an extended-release granule called Metalarv. These granules (provided free of charge) can be applied to dry ground prior to a flooding event and can control several broods of mosquitoes by affecting the development of mosquito larvae. We chose the Punta Gorda Nature Park as our treatment site because it was easily accessible due to the trails and fairly contained since it is isolated inside a residential area. It is also a known problem area when contending with salt marsh mosquitoes. The granules were applied with a backpack blower and larval sites are being monitored weekly. Pupae are collected and brought back to the lab where they are monitored for emergence. Results till pending but so far seem promising.



Aerial Mosquito Control

The County and the Sheriff's Office helicopters have had their air frames repaired, new composite blades were added to combat corrosion, new quills and batteries. They were professionally photographed and featured in two articles, AgAir Update Magazine November 2021 and Aerial Fire Magazine June 2022. Both articles focused on the use of the Charlotte County Sheriff's office pilots to fly helicopters performing mosquito treatments, fire protection and law enforcement activities.



SOLID WASTE

Recycling Award

The Solid Waste Division exceeded 75% traditional recycling rate and was recognized by the State of Florida Department of Environmental Protection Director for being number one in recycling in the State.



6th Annual Recycling Event

Conducted the 6th annual electronics recycling, shredding and pill drop-off event that collected:

- 7,818 pounds of electronics
- 11,000 pounds of documents were shredded
- Sheriff's Office collected 59 pounds of pharmaceutical drugs
- 154 pounds of food
- 240 residents served



Weather event debris collection

Coordinated with Waste Management to expedite collection of the massive number of debris generated from both the recent tornados and freeze.

Social Media marketing efforts

Conducted a multimedia campaign blitz in partnership with Lee and Collier Counties to educate the public on the contamination and damage plastic bags have on the recycling waste stream. The campaign had 132,187 impressions, 7,548 likes and 30,045 views.



Encampment clean ups

Organized homeless camp cleanups in partnership with the Charlotte County Sheriff's Office and the Charlotte Correctional Institution inmate program.

Great American Clean Up

Keep Charlotte Beautiful conducted 69 community cleanup events for the Great America Cleanup and collected:

- 67,099 pounds of trash
- 764 volunteers contributing 2,503 volunteer hours



Partnership events



The Keep Charlotte Beautiful annual golf tournament continues to be a huge success and provides funding for many of the organizations outreach and education programs.

- 14 years
- \$8,713.87 net raised for 2021

Held our first dart tournament to acquire additional funding sources for the Keep Charlotte Beautiful programs.



ENGINEERING

Development of Canal Sediment Removal Program

Staff began the first steps in developing a canal maintenance program to include dredging the upland freshwater canals to reestablish the original geometry. These canals were created in the 1950s and 1960s and have never been maintained. The County proposes to remove the sediment layer that has accumulated over the past 60 years. We anticipate the removal of the sediment will improve the overall water quality of the canals and Charlotte Harbor. Included in this project will be to remove any obstructions to outfalls and culvert pipes within the canals to maintain positive drainage.

Staff, along with the design consultant, has met with FDEP to determine what their requirements would be for a water and muck testing program. The consultant took some core samples to determine the components of the muck and sediment as well as the depth of both. This information is necessary to put together the muck removal document to know what is in the canals in order to know how the water quality might be improved once it is removed.

National Pollutant Discharge Elimination System

Charlotte County has a current National Pollutant Discharge Elimination System Notice of Intent that serves as our Phase II MS4 Permit. The annual report for calendar year 2021 has been submitted and approved by the FDEP. We are in compliance with our permit and have developed operating guidelines for each element of the permit. This will be rolled out to the record providers this summer. We have also started to develop a record detention system to maintain our NPDES reporting records. This will assist us when we are audited so we can go directly to the records. The next five-year Phase II NOI will be submitted to the FDEP before the end of June.

DeSoto Ditch Flow Enhancement

Scope of work is to remove the vegetation from the bottom of the ditch. No vegetation will be removed from the banks except for access points. The U.S. Army Corps of Engineers permit application has been submitted and we are awaiting their review.

House Bill 53 20-year Stormwater Needs Analysis

The Florida State Department of Economic and Demographic Research has put together a 20-year needs analysis that all municipalities are to complete and submit before the end of July. This project includes the past five years and what the county has spent on stormwater projects, flood control, water quality, and resiliency projects. It also asks about our funding sources for the next 20 years, what projects we may have planned and whether they have committed funding sources or not. The State is to put together an overall report by the end of 2022 to show how the state as a whole is preparing for sea level rise and stormwater management.

Oyster Creek Flow Enhancement

This project will remove the invasive vegetation, trash, debris, and thin out the native vegetation that may be blocking the flow of the creek. This project will help prevent flooding of properties along the creek during heavy rain events.



Burnt Store Road Phase II

The Burnt Store Road Widening Phase II improvements have been completed. This project included design, permitting, utility coordination, and construction to widen the remaining middle section of Burnt Store Road (4.4 miles) to a four-lane roadway from a point near Notre Dame Boulevard to a point north of Zemel Road. The design included an open swale concept with a large median that will accommodate two future lanes.

Stormwater ponds, concrete pipes, and structures were installed to collect wastewater. Water, sewer, and reclaimed water mains were included, and six-foot-wide sidewalks along the east and southwest side of the roadway, along with LED streetlights.

The construction took approximately two years to complete with a final completion date of April 25, 2022. The total construction cost was \$25,934,837.83, of which \$4 million was paid from an FDOT grant, and the remaining funding was provided through the gas tax.

Olean Boulevard Widening Project

This project consists of widening a portion of Olean Boulevard to five lanes from U.S. 41 easterly to Easy Street. This project also includes the Parkside Multi-Use path project on Aaron Street which run from Harbor Boulevard to Gertrude Avenue and on Gertrude from Caring Way to Harbor Boulevard.

The Utility Expansion Project is also included which runs in the same area as the multi-use project. This multi-faceted project includes sidewalks, decorative street lighting, landscaping, removal and disposal of old existing infrastructure, site dewatering, flow diversion, pond construction, excavation and fill, grading, sodding, maintenance of traffic, major drainage improvements, Charlotte County utility relocations and improvements and the installation of a new mast arm traffic signals at Olean and Aaron and at Harbor and Olean intersections.





Chamberlain Bridge Rehabilitation

The Chamberlain Bridge Rehabilitation project is located in the Northwest Port Charlotte MSBU district. This bridge rehabilitation project is located on Chamberlain Boulevard over the Markham Waterway, between McDill Drive and Ramblewood Street in Northwest Port Charlotte. This project included necessary bridge repairs as noted in the Florida Department of Transportation Bridge Inspection Report, update bridge to current design codes, bat exclusion, and Charlotte County utility relocation. The project construction started on March 14, 2022, followed by the bridge closure to complete the bridge rehabilitation and utility relocation on March 17, 2022. The bridge was opened on May 31, 2022, with project due to be completed in June 2022.



South Gulf Cove Access Channel/Turn Basin Dredge

The SGC MSBU Waterway Advisory Board requested and approved funding for this project.

The goal was to identify the amount and limits of the shoaling within the cut channel, then progress with the maintenance dredging to restore previously permitted dimensions of the access channel and turn basin, and to restore safe navigation once again.



This project is currently in the closeout phase and the design cost for this project came in just under budget at \$42,160, funded by the MSBU. Dredging cost for this project was \$96,285, of which \$75,000 was funded by a WCIND grant, with the MSBU funding the balance.



Paving Program

The FY21 Paving Program is substantially complete. It officially started in the Northwest Port Charlotte MSBU and there is approximately 72 miles that will be paved in the remaining two phases. The contractor has placed roughly 82,037 tons of asphalt in the Northwest Port Charlotte MSBU.

There is about 9.5 miles in the Greater Port Charlotte MSBU and an estimated 7,456 tons of asphalt was placed during this paving program.

Paving also took place in the Manasota Key MSBU and the Punta Gorda Non-Urban MSBU with approximately 84 tons of asphalt being placed in these MSBU's.

The FY21 Road and Bridge Paving Program activities to date have been about 19.9 miles paved with about 47,500 tons of asphalt placed.



Peachland Boulevard sidewalk is a Safe Route to Schools (HB41) sidewalk along the north side of Peachland from Atwater Street to Veterans Boulevard. This corridor is a main route for students walking to and from the middle and elementary schools in the area and Harold Avenue Recreation Center. It also allowed CCUD to upgrade the old AC watermain to PVC pipe in the Harbor Boulevard intersection.

Loveland Boulevard Pathway

Loveland Boulevard pathway is part of the Multi-Use Trails and On-Road Bicycle Lanes CIP and was funded by the 2014 local option sales tax. It runs from Veterans Boulevard to Peachland Boulevard providing safe access residential areas to shopping and parks in the area.



Port Charlotte Boulevard Pathway

The Port Charlotte Boulevard Pathway is part of the Multi-Use Trails and On-Road Bicycle Lanes CIP and was funded by the 2014 local option sales tax. It connects the U.S. 41 South Access Road to Edgewater Drive, providing the public safe access to commercial businesses and the William R. Gaines Jr. Veterans Memorial Park.



Stump Pass Maintenance Dredge

The Charlotte County Erosion Control Project was designed to provide erosion control and shoreline stabilization for approximately 5,000 linear feet of beach on Stump Pass Beach State Park and Don Pedro/Knight Island.

This was accomplished by the routine maintenance dredging of the Stump Pass navigational channel to a permitted alignment. The FY22 project removed roughly 200,000 cubic yards of sand, cutting off the tip of the spit that regularly forms on Stump Pass State Park, and placed 100,000 yards north and 100,000 yards south of the pass. Atlantic Gulf and Dredge began working in December and completed the job in June 2022.



Manasota Key Beach Restoration Continued Monitoring



The project includes providing erosion control and shoreline stabilization measures including beach nourishment, maintenance dredge bypassing, and stabilizing structures for more than eight miles of eroding gulf and inlet shorelines on Manasota Key.

This fiscal year was the second annual monitoring of Manasota Key and South Beach Fill projects. The work accomplished was the MK Annual Physical and Biological Monitoring as well as the permit required beach tilling prior to nesting season.

MAINTENANCE AND OPERATIONS

Rotonda West MOU Projects



Maintenance and Operations continues working within the scope of the MOU which was signed between the Rotonda West Property Owners Association and Golf Partners. Staff has been busy identifying the major pipe networks that need immediate replacements or pipe lining before failures happen.

The Par View project is one of those examples. This pipe network spanned across greenbelts, golf course ponds, under roads and ultimately out to the canal system in Rotonda West. These major systems must be repaired before the smaller systems can be addressed.

This aligns with the Bold Goal of ensuring culture of continuous improvement by balancing community needs and expectations with limited resources. Public Works has worked with the various organizations to prioritize the work in areas through a comprehensive overall system approach, thereby using funds efficiently.

Long Meadow Court MOU Drainage Repairs

This project was the result of staff finding pipes that were not on the original drainage plans for the golf course in Rotonda West. Staff found the pipes using ground penetrating radar which led to finding a basin that was buried under years of dead vegetation and sediment. Once the structure and pipes were cleaned, the level of the lake declined by two feet, which also helped nearby greenbelt standing water issues.

By defining what true drainage issues are we are following the Bold Goal of maintaining balance between capital and operating budgets.



Drainage Improvements

Atwater/Hinton

Staff created a plan to help drainage issues around the Atwater and Hinton neighborhood, which included Liberty Elementary School. Working with Engineering, Maintenance and Operations increased flow capacity and corrected drainage ditches. This work encompassed 220,000 square feet of line and grade, five road crossings and 10 driveways culverts were upsized, and two catch basins were installed.

This benefits the area residents as portions of the sidewalk on Atwater during heavy rainfalls would be underwater, which is a main route to school for children in this area. With the upsizing of the pipes, it meant stormwater could quickly flow to the drainage basin helping to alleviate standing water.

This relates to the Bold Goal to ensure culture of continuous improvement by providing desired levels of service in an efficient and effective manner. By taking a larger look at an area instead of just small problems at a time, funding is utilized more efficiently by performing area wide drainage improvements.





Aken/Ruby

An area that has had drainage issues was reviewed by Maintenance and Operations and a plan was developed to pipe a section of roadway to alleviate ponding issues. More than 300 feet of 24x38-inch pipe and five 80x80-inch catch basins were installed to address this issue.

The road users and residents will benefit as there should no longer be ponding issues on the roadway and standing water in the swales.

By defining what true drainage issues are we are following the Bold Goal of defining and maintaining balance between capital and operating budgets. Maintenance and Operations builds extremely detailed work programs which outlines or maintenance plans for all of our MSBUs.



Melissa Ct East West Ditch

Crews performed line and grade along Melissa Court, Loveland south to Westchester Boulevard, east on Westchester Boulevard to Melissa Court and north on Melissa Court to the terminus. This helped with stormwater runoff in this entire area which helped alleviate standing water in the ditches for the residents and helping to maintain positive flow from the new development.

With the development of more refined work programs and further defined levels of service this helps Maintenance and Operations attain the Bold Goal of defining levels of maintenance.

MSBU/MSTU MEETINGS

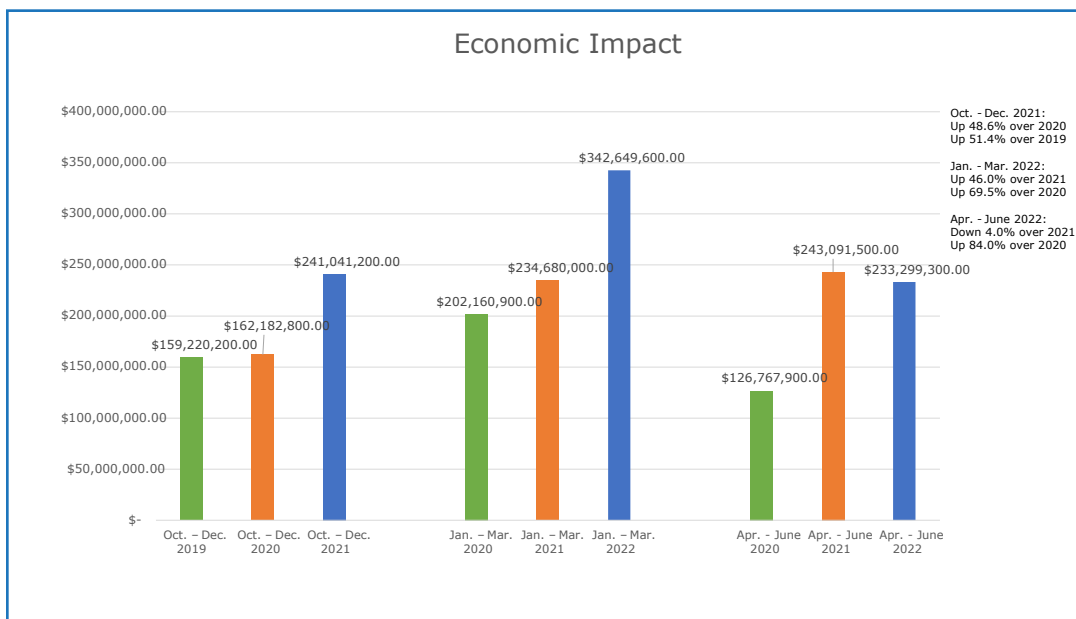
MSBU/TU meetings have been steadily gaining more citizen involvement. These meetings are a great place for citizens to speak about the topics that concern them about the MSBU/TUs they live in.

To date, our Community Liaisons have held 79 meetings with various MSBU/TU advisory boards.



TOURISM

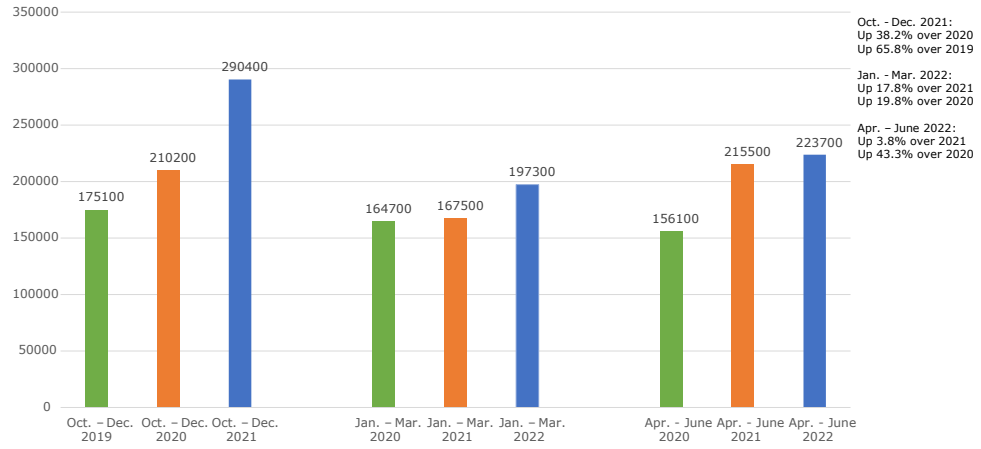
Tourism continues to climb as Charlotte County welcomes more visitors to the area generating an elevated level of expenditures, which helps satisfy the BCC’s strategic focus area of Economic & Community Development. The tourist development tax, which funds the operations of the County’s tourism marketing efforts, has continued to set records throughout FY 2022 including March 2022 which recorded the highest ever monthly collections at \$1.3 million, exceeding the previous high by more than \$300,000. Year to date (through June) collections are up 33.9% relative to FY 2021 and have already eclipsed the totals for last year with three months of collections remaining to be recorded. The tourist development office will continue to reinvest these dollars with a focus of attracting high-yield visitors that will spend significantly in our area businesses such as hotels, restaurants, shops and attractions helping boost our overall economy. In addition to tourism and hospitality-related businesses, these expenditures are beneficial to the entire community by enhancing our sales tax collections including the local option penny which funds a variety of infrastructure, public safety and quality of life projects throughout the County. Also, as a result of this positive economic impact, each household in Charlotte County saved approximately \$875 off their total tax liability last year.



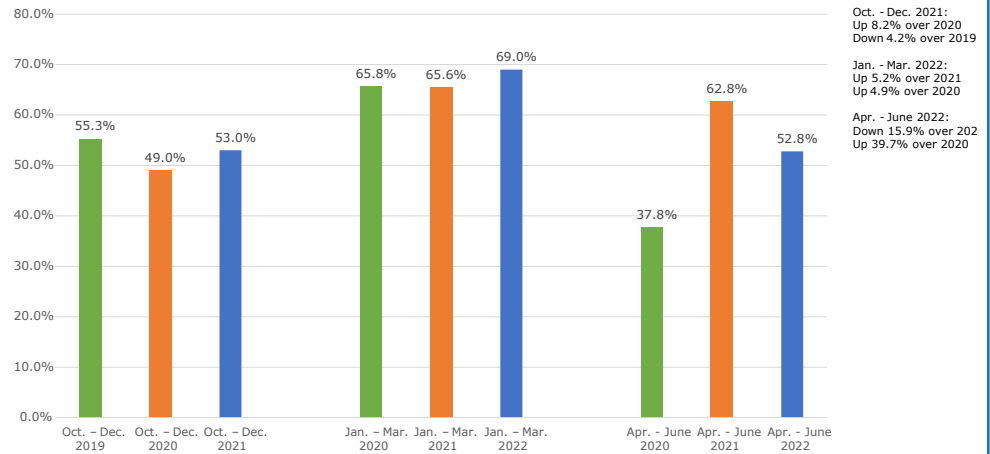
MARKETING

The Punta Gorda/Englewood Beach Visitor & Convention Bureau contracts with a research company, Downs & St. Germain Research to gather ongoing visitation data throughout the year via direct surveys with our actual visitors. DSG provides us quarterly reports that provide valuable quantitative outputs as well as demographic, geographic and psychographic results. Fiscal Year 2022 has been extremely successful even exceeding record numbers posted in Fiscal Year 2021. Below are the Q1, Q2 and Q3 comparative results..

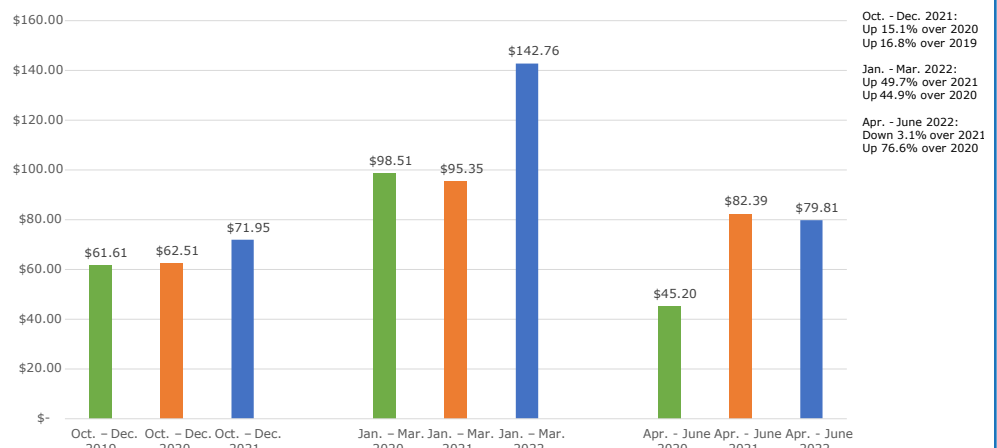
Visitors

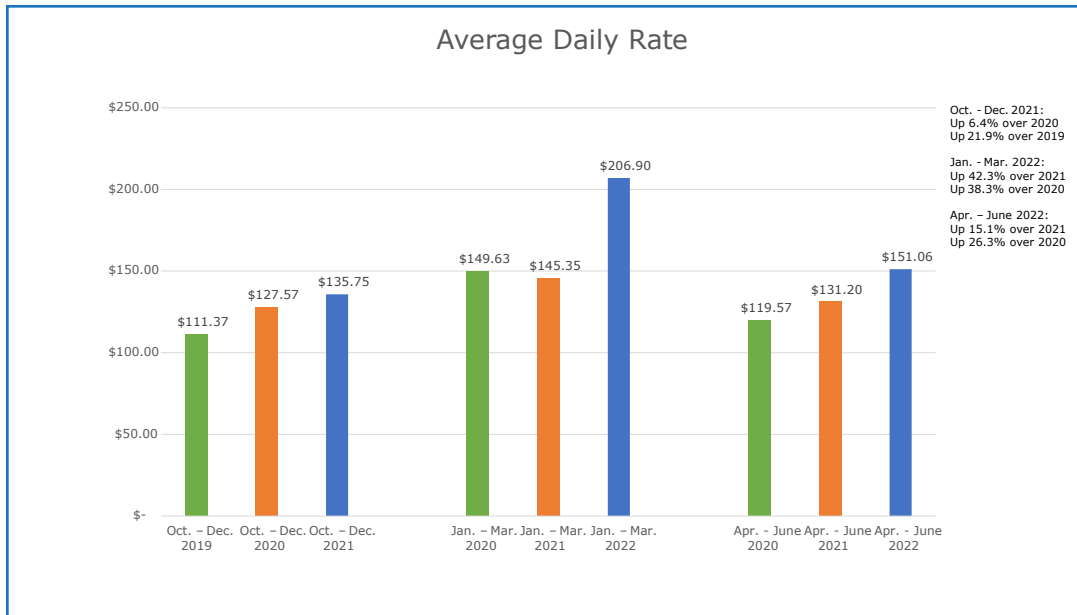


Occupancy Rate



Revenue Per Room

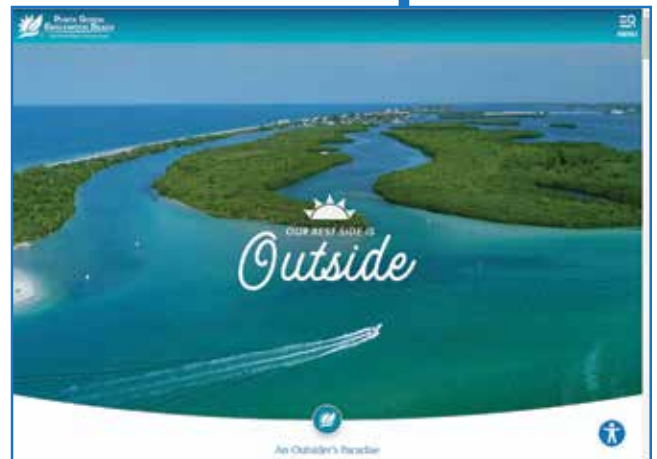




Re-Launch of PureFlorida.com

This nine-month project with our CMS vendor, Simpleview, culminated successfully with the re-launch of PureFlorida.com on Jan. 6, 2022. Not only does the site look more modern, dynamic and visual, but our goal is to keep it fresh and inviting by updating and improving the content on a daily basis – so visitors see more, learn more and are inspired to select Punta Gorda/Englewood Beach as their vacation, meeting, wedding, or sports destination.

The new site navigation is more intuitive for potential visitors, with more visuals of the destination, integration of user generated content, a new “listing” format and algorithm to rank listing by quality of content vs. alpha sorts. New sections include weddings, general groups, a retail store, and the ability to check rates and book a stay with a booking referral system. Enhanced sections for sports and meetings are also included. An itinerary builder is integrated so consumers can select where they want to stay, things they want to do or restaurants they want to visit while here and share that with friends and family, along with site wide search capability.

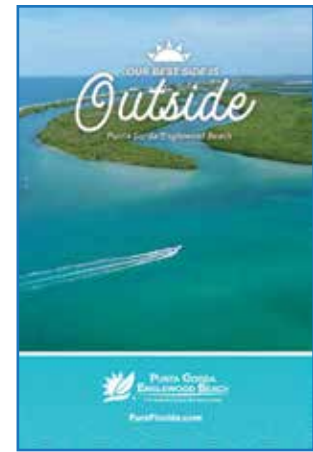


To date this calendar year, the new site has netted some significant gains relative to the same time period (Jan.1-July 4) last year as the following PureFlorida.com analytics indicate.

- Users: 305,018 (22.4% increase from 2021)
- Sessions: 436,788 (19.6% increase from 2021)
- Page Views: 693,863 (3.8% increase from 2021)
- Bounce rate: 5.6% decrease from 2021

Visitor Guide Redesign

In early January of 2022, we received delivery of our newly redesigned Visitors Guide. With a stunning signature image on the cover and integrated QR codes throughout, the updated design provides a more contemporary collateral piece for the destination. The new guide with its re-sizing, lighter paper and thinner profile also has saved us thousands of dollars in postal costs. In addition, the content transitioned towards a more editorial style format that portrays a dynamic visualization of what our destination has to offer.



SPORTS MARKET DEVELOPMENT



Sports tourism in Charlotte County saw a significant increase over the previous year. After a one-year hiatus due to COVID-19, we welcomed the return of Englewood Beach Waterfest, the Charlotte Harbor Regatta, the Snowbird Baseball Classic and the Sugar Bert Boxing National Qualifier.

In addition, several new events were recruited and hosted in partnership with the Community Services Department. To date this fiscal year, the Punta Gorda/Englewood Beach Visitor & Convention Bureau has supported 50 sporting events generating the following outputs:

- Participants: 20,617 (11% increase)
- Hotel/vacation home room nights: 38,298 (50.1% increase)
- Total economic impact: \$40 million (66.7% increase)

Sampling of key events hosted in FY 2022:

- Collegiate Swimming Winter Training: Five collegiate and one adult club team were the first to utilize the Centennial Park Pool for their winter training.
- APP Pickleball Punta Gorda Open: This second-year event had more than 700 athletes participate, which, in addition to the significant economic impact, generated 1 million live streaming views online.
- USSSA Super NIT Baseball Tournament: This inaugural event brought approximately 90 teams in from all over the State of Florida.
- U.S. Amateur Basketball State Championship: More than 1,300 athletes participated in the event, generating nearly \$2.5 million in economic impact and more than 2,100 hotel room nights.

MEETINGS MARKET DEVELOPMENT

The Tourism Department's sales efforts in the meetings market have been ramped up this year with the addition of staff dedicated to this market segment. With the imminent opening of Sunseeker Resort, the door is wide open for our destination to pursue a variety of meetings, conventions, and trade shows that we were unable to previously accommodate. Strong relationships have been developed with the Sunseeker Resort sales team which has resulted in their ability to book the below business with VCB staff assistance.

On top of the above Sunseeker Resort business, just since January, staff has generated and/or analyzed 14 leads for potential business that were referred to various partners. In addition, approximately 30 leads for near-term business unfortunately had to be declined due to the destination's inability to accommodate. Staff used this as an opportunity to educate those planners on Sunseeker Resort and its capacity to accommodate their groups in the future, which generated interest from several of the planners. Staff was also instrumental in booking the following two events that will take place at the Charlotte Harbor Event & Conference Center.

- Florida Department of Environmental Protection PLAM 22 (November 2022)
Projection: 130 attendees/300+ room nights
- Rock Calvary Chapel Church Planning Conference (January 2023)
Projection: 250 attendees/250 room

Ultimate Catch Fishing Show

The Tourism Department hosted Capt. Eric Ciocher, host of the Ultimate Catch fishing show, which airs on the World Fishing Network. As a result of the footage obtained during his visit in November 2021, Capt. Eric's crew produced two episodes, "Sight Fishing Punta Gorda" and "Flyin' Pompano". Combined the episodes will run a minimum six times on the network and then will be available online for additional exposure. This type of exposure amounts to free advertising by showcasing our area as a premier destination for avid anglers looking for a unique fishing adventure. Anglers generate significant economic impact for the state as is evidenced by the \$13.8 billion reported by the Florida Fish & Wildlife Conservation Commission for FY 2020.



MEDIA/PUBLIC RELATIONS

Social Media

Over the past year, the Tourism Department has ramped up its social media marketing efforts with the addition of a staff member focused primarily on maximizing our presence on various social media platforms. Through the regular procurement of new assets, strategic posting of relevant images, messaging and videos, and increased social engagement with our local industry partners, our social media metrics have all experienced positive growth.

In the past three months, the Tourism Department has hosted two high-quality social media influencers which collectively generated four Instagram posts, nine Instagram reels and more than a half dozen Instagram stories. In addition, three Facebook posts, one tweet, one blog (<https://www.theglobalwanderess.com/24-hours-in-punta-gorda-things-to-do-see-and-eat/>) and one YouTube video (<https://youtu.be/kp122nKq9Kw>) were produced.

Engagement among both boosted and organic posts have increased significantly over the past nine months. Below are some sample posts that illustrate the level of recent social engagement.

AWARDS

Award: Small Market Event of the Year

Event: Association of Pickleball Professionals, Punta Gorda Open

Hosted by: Punta Gorda/Englewood Beach VCB and PicklePlex of Punta Gorda



UTILITIES

The Utilities Department held Quarterly Update Meetings on Sept. 28, April 19, and July 7. These meetings provide the board with fiscal, projects, and overall department updates.

Since these meetings have been created, communication and transparency with the board has significantly increased.

Capacity, Management, Operation and Maintenance Program

Staff worked our professional consultant to develop a written Capacity, Management, Operation, and Maintenance program and roadmap in accordance with the Florida Department of Environmental Protection and U.S. Environmental Protection Agency

requirements. CMOM programs are a best practice for collections system owners and operators and help identify where the system and the organization are thriving and what areas need improvement. The program will document Standard Operating Procedures, Best Management Practices, and Emergency Responses. The goal of the CMOM process is to assure that discharges from treatment facilities are free from pollutants. Operation and Maintenance manuals are being created for the collection and distribution departments and all five treatment facilities to meet this goal. The manuals for Rotonda and West Port Water Reclamation Facilities have been completed and are onsite. These manuals include various information and best practices, from how to operate each machine to detailed maintenance and safety guidelines.

C Capacity

M Management

O Operations

M Maintenance

In November 2021, the Board approved contract negotiations with Veith Engineering & Business Solutions to complete a capacity assessment and assurance program framework development pilot program and a flow monitoring program, including inflow and infiltration analysis of the pilot program area. The program focuses on reducing sanitary sewer overflows and is expected to be completed in October 2023.

Delivering Exceptional Service

In June 2022, Utilities reopened the customer support center to assist walk-in customers and the public. The customer support center closed at the beginning of the COVID-19 pandemic to follow recommended protocols and maintain the safety of employees. Although the department was closed to walk-in customers, staff continued providing service through phone and appointment-only visits. In addition, other divisions, such as Business Services Engineering, still provided service to walk-in customers regarding water and sewer availabilities and development.

Growth continues to move rapidly in the County, with numerous new subdivisions being developed and built. Engineering completed work on West Port Development pods (2,000 units) and Heritage Landing pods (1,600 units). The process involved taking it from the plans review stage through the turnover of contributory assets.

Increasing Public Outreach and Engagement

Public outreach has officially transitioned back to in-person events and presentations since COVID-19. The department has hosted families and community groups at our water reclamation and treatment facilities. Staff also participated in numerous school-wide educational events, including two STEM nights at the local elementary schools, a middle school career fair, and presentations to high school science students and fifth-grade classes.

We hosted a Centennial Manhole Scavenger Hunt. In honor of the Charlotte County Centennial, the department installed manhole covers that included the Centennial seal throughout the county. It was a great way for our residents to have fun and take notice of the manhole covers.

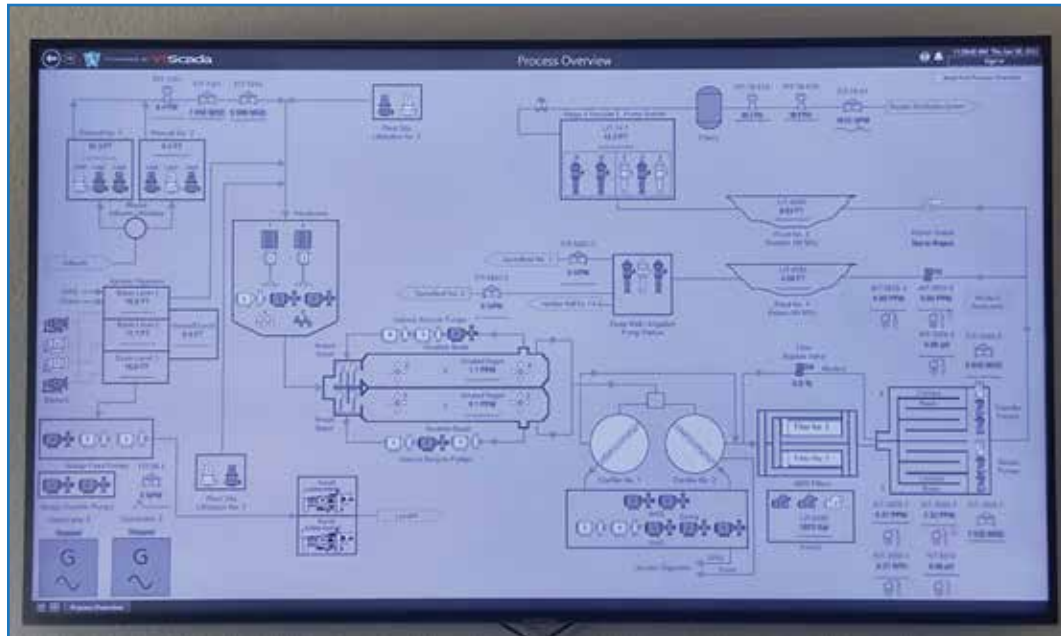
INFRASTRUCTURE

SCADA Migration/Integration Project

The Utilities department 2020 Supervisory Control and Data Acquisition Master Plan defined and documented a roadmap for implementing the technology, practices, and organizations required to meet the department's short-term and long-term goals for SCADA. One of the priority recommendations was migrating the current SCADA system from Wonderware App Server to VTScada to reduce costs and improve functionality. To accomplish this goal, the consultants McKim and Creed developed the SCADA Migration project in collaboration and coordination with department staff. The project included procuring computer equipment



and software and developing SCADA applications to migrate five treatment facilities (Burnt Store WRF, Rotonda WRF, Burnt Store WTP, East Port WRF and West Port WRF). The final conversion was completed in February 2022, and VTScada is in operation.



Water Quality Improvement Projects (Septic-to-Sewer)

The El Jobean project was the second area selected from the 2017 Sewer Master Plan to address water-quality issues by replacing aged septic systems with centralized sewer and vacuum collection systems. The project began in 2020 and is now complete, with 280 properties in the El Jobean East MSBU area connected to the county's central sewer system.



The Ackerman project started in April 2021 and is currently under construction for Zones 1 and 2 areas, along with the construction of the vacuum station. Zones 3 and 4 are almost ready to start the bidding process, and construction is anticipated to begin by the end of 2022. The project will connect approximately 1,500 properties from septic to the central sewer system.

The fourth project area, Lake View Midway, is currently under design with consulting engineers.

Renewal & Replacement (R&R) Projects/Utility Improvements

The Parkside Olean Boulevard (U.S. 41 to Easy St.) and Gertrude Avenue and Aaron Street Utility Improvements, in conjunction with Public Works Olean Boulevard Widening Project, were completed in May 2022. The project installed a new reclaimed water main to provide irrigation water to the commercial, institutional, and multi-family building complexes and upgraded the existing gravity sewer and potable water systems. A new 24-inch force main was installed to transport wastewater from the western portions of the mid-county area to the East Port Water Reclamation Facility. The water and sewer main replacement eliminated aging clay and asbestos cement pipes while providing additional capacity to support growth and redevelopment in the Parkside area.

Quesada Force Main Replacement Project

After multiple breaks within a stretch of 12-inch and 20-inch ductile iron pipe along Quesada Boulevard from the master lift station to the Lion Heart Waterway, it was decided that we needed to replace the failing pipe to prevent any future breaks. The project was designed in-house by staff. After the old pipe was removed, additional failures were discovered on the bottom of the pipes. The project was completed in June 2022.





CHARLOTTE COUNTY
FLORIDA

CHARLOTTE COUNTY 2022 ANNUAL REPORT