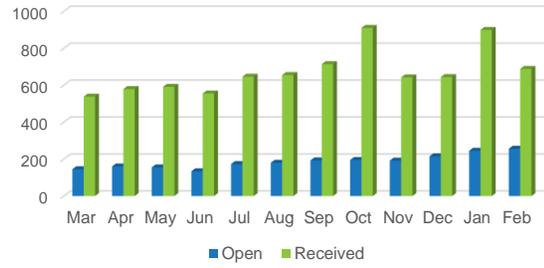
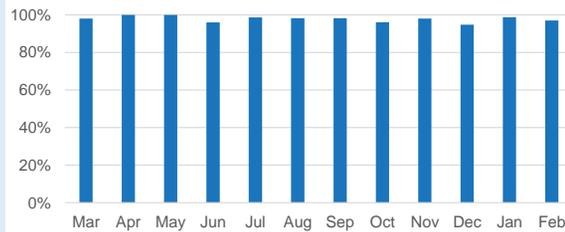


Information Technology

Service Tickets by Month



Customer Satisfaction % Positive

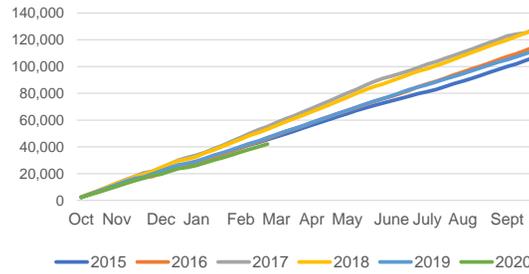


Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership



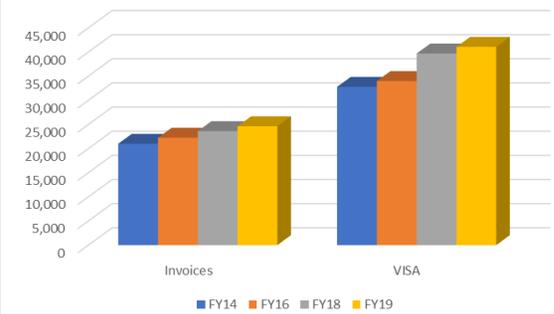
Director Highlights

Accounts Payable / Accounts Receivable

AP/AR is a function within the Fiscal Services division that focuses on assisting County departments with processing the payment of their invoices and receipt of external funding. For the fiscal year 2019 AP/AR processed 24,631 invoices, 3,816 purchase requisitions, 41,070 Visa transactions and 4,666 cash receipts. The chart below gives a historical perspective of the volume of work completed.

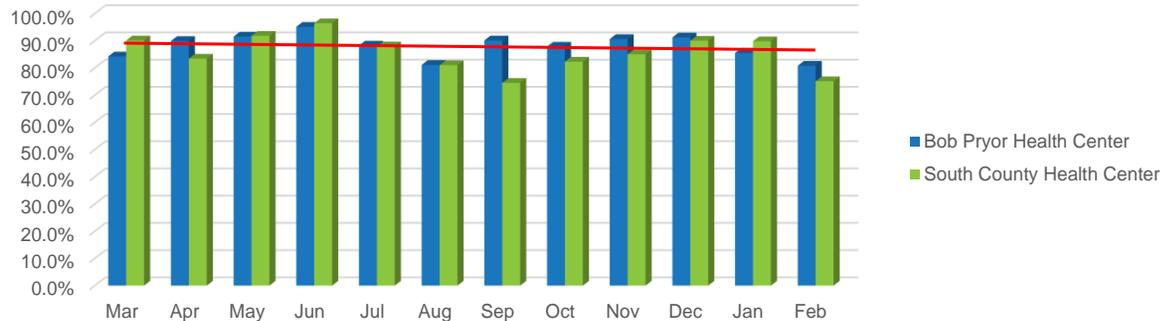
Local government has multiple functions and thus many different information systems. Another major task of AP/AR is to take data from these dissimilar systems, reformat it for upload into the County's financial system and then perform monthly reconciliations.

February 2020



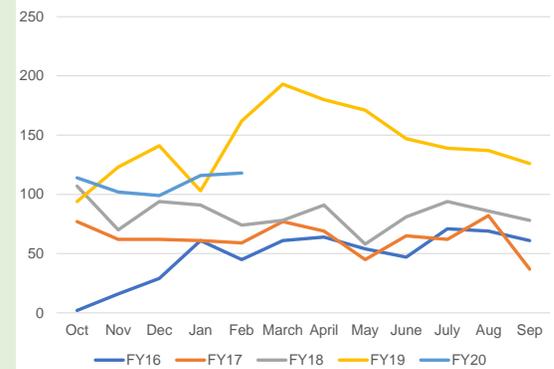
Health Center

Employee Health Center Monthly Appointment Utilization Summary



Records Management

Record Requests



WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?

IN PLANNING

- **Heritage Landing Pod A** – Modification for proposed multi-family tract within the development consisting of 18, 4-unit coach homes with attached garages and associated infrastructure at 14600 Sycamore Court 20, Punta Gorda.
- **AutoZone** – Retailer of automobile parts and accessories at 24040 Beatrix Blvd., Port Charlotte. Final site plan approved.
- **Charlotte County Fire Station #10** – New fire station at 61 Gasparilla Way, Placida will replace existing station. Preliminary site plan in review.
- **Punta Gorda Airport** – Proposed project for a long-term parking facility at 27101 Airport Road, Punta Gorda. Preliminary and final site plan in review.

UNDER CONSTRUCTION



- **Extra Space Storage** – Fully enclosed self-storage facility and 29 covered RV parking spaces at 4536 Tamiami Trail, Port Charlotte.

- **Port Charlotte Station** – Retail development consisting of retail, medical, restaurant and associated infrastructure at 379 Kings Highway, Punta Gorda.



- **Cheney Brothers** – Expansion of additional distribution warehouse space to existing facility at 1 Cheney Way, Punta Gorda. Building plans under review.

- **Sunseeker Resort** – 25 acres of resort & public access along Charlotte Harbor at 4949 Tamiami Trail, Port Charlotte.



- **Scenic View Storage** – Five mini storage buildings at 3700 Taylor Road, Punta Gorda.

COMPLETED!!

- **Dollar General** – Retail store at 4386 N Access Road, Englewood.



- **Amigo Pallets** – Pallet distributor at 28350 Woodlawn, Punta Gorda.



PROJECTS' SPOTLIGHT

Babcock Update

- 734 Single Family permits submitted since August 2016
- 506 Certificates of Occupancy issued since August 2016

Murdock Village Update

- Rezoning was approved for 400+ acres in the western section of Murdock Village in order to have mixed-use development with a maximum of 2,400 single and multi family units, commercial uses, and a 150-room hotel.
- Two preliminary plats in house for Kolter Development.
- Arredondo Pointe/Lost Lagoon Development which includes a mixture of retail, entertainment, water park, and hotel uses.

Total Single Family Permits Issued: 225
Single Family Permits Issued—Babcock: 33

Total Single Family Certificates of Occupancy Issued: 134
Single Family Certificate of Occupancy Issued—Babcock: 29

Total Permits Issued: 2,527

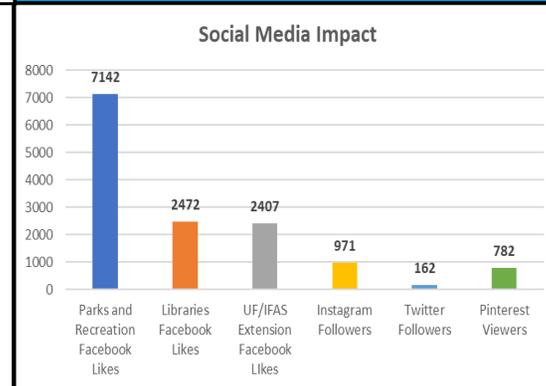
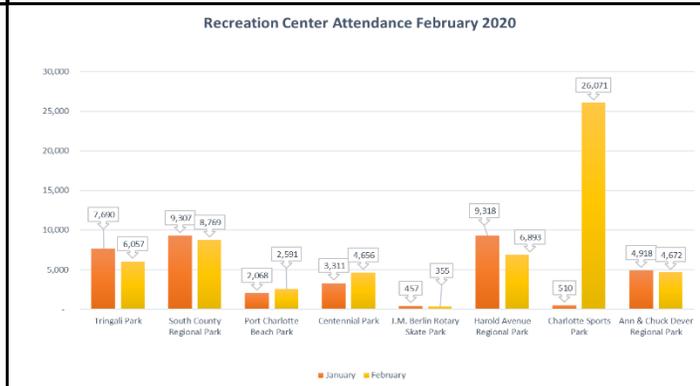
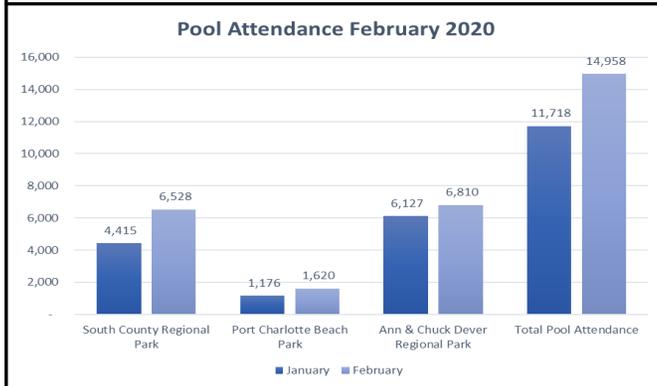
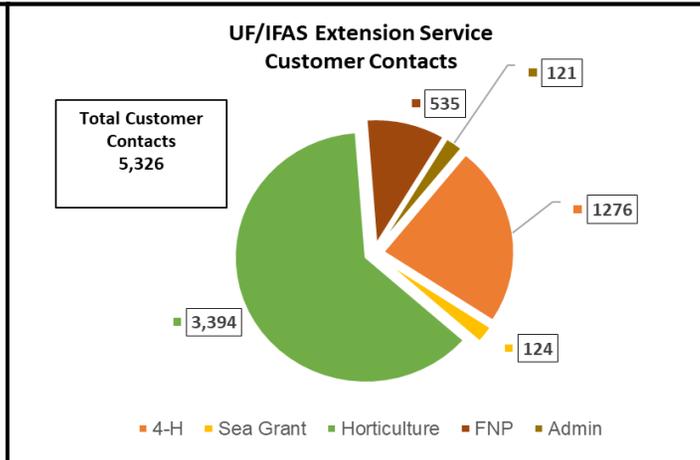
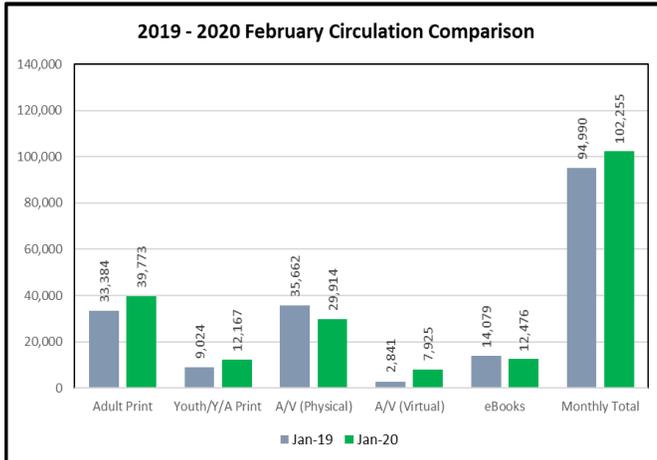
Total Permits Issued FY18-19: 28,701
(Fiscal Year Oct. 2018—Sept. 2019)

Total Permits Issued FY19-20: 12,044
(Fiscal Year Oct. 2019—Sept. 2020)

PERMITTING SNAPSHOT



CHARLOTTE COUNTY
Community Development



Parks and Athletic Field Maintenance

Number of trash bags collected – 5,435
 Number of recycling bags collected – 1,002
 Youth leagues and Adult SB practices and games-444

Snowbird Classic games / practices – 42

Project Management - 36 Projects, \$1,905,740

Land Management assisted with the preparation for the shorebird mitigation site.

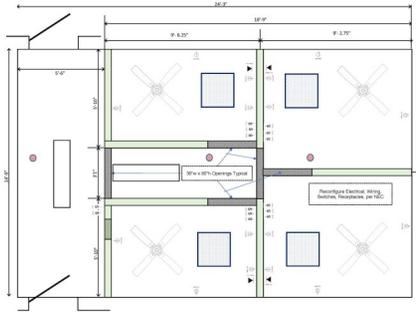
#Miles trails maintained – 87.62 miles
 #Acres exotics treated – 22 acres of exotic flora
 #Acres habitat treated – mulched 20 acres

Coastal Management: Abandoned/Disabled Vessels – (2) removed by owners (2) removed by contractor

Facilities Construction & Maintenance

Fire Station 9 Remodel

February 2020



Facilities' inhouse staff completed the bunk house remodel at Fire Station 9. The remodel is to facilitate the addition of a 24/7 rescue ambulance operation, adding one individual per shift for a total of four. Staff coordinated with Fire/EMS staff on project scoping. Facilities' produced drawings for permit then remodeled the bunk room from three to four sleeping berths. The remodeling project included demolition of the existing walls and framing new walls, hanging drywall, electrical/lighting modifications, and replacing/repairing floor and ceiling tiles.

Recent Accomplishments

- ◆ Water intrusion mitigation on the north wall of Charlotte Sports Park Building A is complete. The soil under the boardwalk was excavated then weatherproof system applied to the retaining wall and an additional wall constructed. The area was retested confirming no water intrusion.
- ◆ District 3 Sheriff Office and Evidence building received certificates of occupancy. The buildings are scheduled to be occupied by mid-March.



Forward Progress

- ◆ Port Charlotte Beach Sailing Center plans are complete. The building permit application will be submitted in March.
- ◆ Family Services Center reached completion of the design development phase. Plans are currently under internal review and cost estimating by the construction manager. Once approved, the project will move into the final design phase developing construction documents.



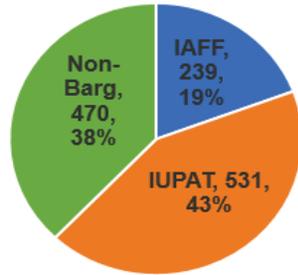
Notable Happenings

- ◆ The construction manager contract negotiations with Wharton Smith are underway for temporary Fire Station 9 located at Babcock Ranch.
- ◆ Facilities filled three vacant staff positions in February: Projects Manager, Security Manager, and Building Controls Specialist.
- ◆ The Natural Gas Pool Manager annual contract was recommended and awarded to a new vendor, Integral Energy, LLC of Bradenton.
- ◆ The new Fire Station 10 located on Don Pedro Island received special exception approval on February 12th from the Board of Zoning Appeals.

Human Resources

Workforce

Employee Count 1,248
 Avg Age 47
 Avg Hourly Rate \$23.49
 Avg Years of Service 9



Retention of New Hires
 % completing probation

February	YTD
75.00%	89.2%

Succession Planning

Ee's in FRS DROP the next 5 years 3.1%
 % of Workforce Retired this FY 0.8%

Separations

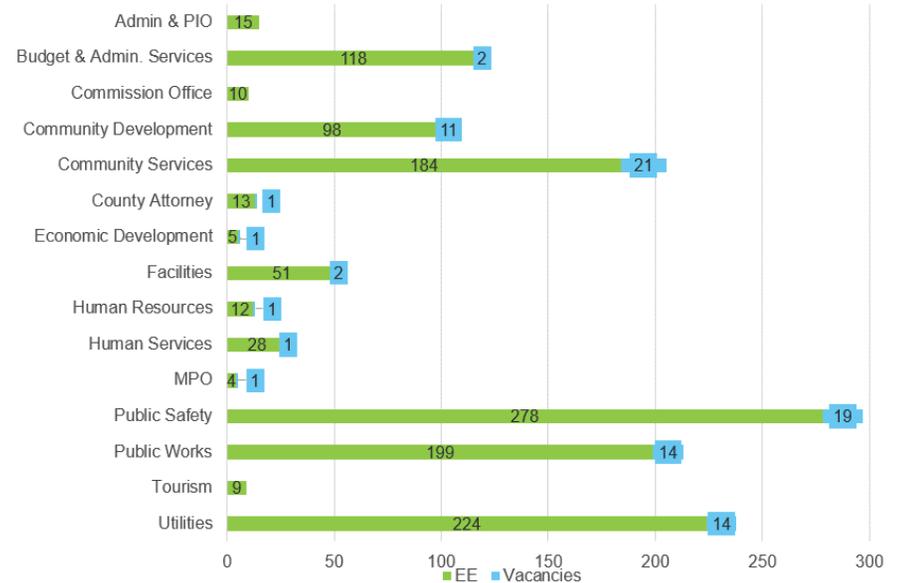
	February	YTD
Turnover	0.3%	3.9%
Separations	4	49



Training & Development

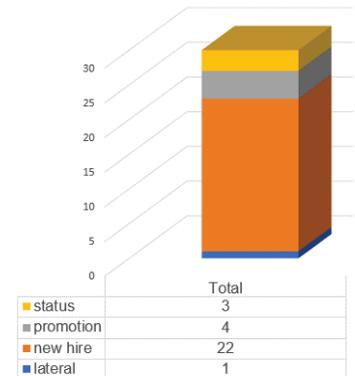
Training 61 Ee's 20.5 hrs 1,251 contact hrs
 % using Tuition Reimbursement 1%

Employees vs Vacancies



Recruitment

Applications Taken 753
 Job Posting Hits 13,330
 New Hires 22
 Recruited Pos FT 37
 Posted PT/Sea 11





Spring training is under way at the Charlotte Sports Park and staff from Human Services greeted eager fans and provided outreach on programming and resources that are available to residents through our offices. To start the game, our very own Danny White, Case Manager for Aging and Adult Services division had the honor of throwing out the first pitch during the February 26th game between the Tampa



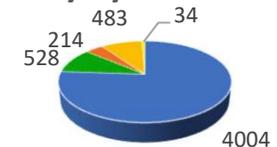
ON THE HORIZON

Neighborhood Services has been working with members of the Affordable Housing Advisory Committee (AHAC) to develop recommendations for incentives needed to attract affordable housing development in Charlotte County. As a result, the Affordable Housing Task Force, made up of staff from 6 different County departments developed the Charlotte HOME (Housing Opportunities Made Easier) program, which provides a standardized application process for developers to request fee waivers and seek additional incentives based on the size, type and affordability of units being proposed. The County Commission will review and approve this program at their March 24th meeting.



AFFORDABLE HOUSING

February by the Numbers



- Calls/Requests for Assistance
- Ongoing Case Management
- Housing Screenings SHIP
- Clients Served at HS
- Referrals Made / Received

MAKING WAVES

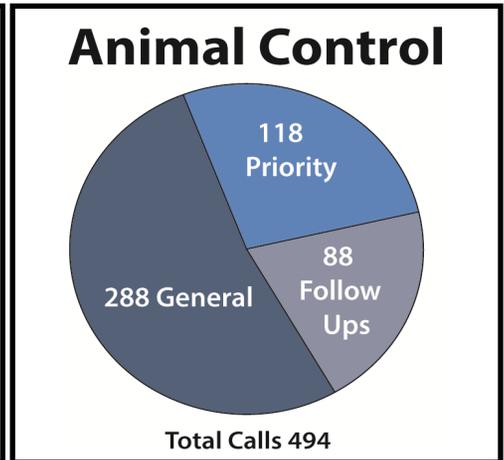
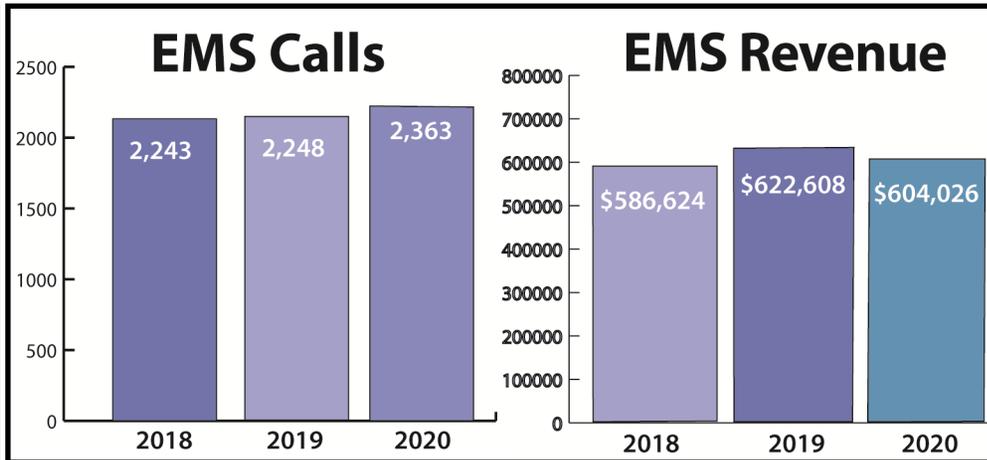
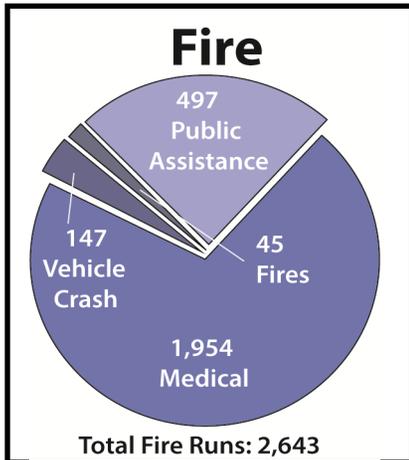
Aging and Adult Services will soon launch a new Reentry Program that will assist the Charlotte County's Sheriffs' Department in providing resources to formerly incarcerated individuals who are preparing to reintegrate into community life. Working in collaboration with several other local organizations, the goals and objectives of this program are being finalized and groundwork is being laid for job skills training, resume writing assistance and potential employment opportunities so that applicants can quickly get back on their feet.



COMPLETE

Human Services 211 Department joined Charlotte County Utilities this month to test and activate the Calabario software system. This unique and innovative program will allow call specialists and managers to efficiently capture every call that comes into either call center and use analytic and management tools to improve employee engagement, customer service and efficiency. On average, 211 receives over 3500 calls per month from residents and visitors seeking information on programs and resources available in Charlotte County.

Public Safety



Wildfire Season

Florida has a twelve-month wildfire season. On average, the most active part of the year coincides with dry season with is typically from Dec. through June. Wildfire activity generally peaks during March, April, and May due to the occurrence of lightning with dry thunderstorms during that time.

We battled an intense, fast-moving wildfire on Feb. 24 in the Sands of Placida neighborhood. Because of mutual aid agreements in place with the Department of Forestry and surrounding jurisdictions, we were able to contain the fire and protect all the homes that were in its path. The fire had heavy fuel and was moving fast due to the high winds that day. In all, there were 36 fire engines, eight bulldozers, three helicopters fighting this fire. Mutual aid came from as far south as Collier County and as far north as Palmetto.

During a fire like this, our primary concern is to protect homes in the path of the fire. While some of the houses had damage

damage caused by extreme heat, all of them are still standing today. To help protect your home in the event of a wildfire, “Be Ready, Be Firewise”. Here are a few things you can do if you live around the woods. Keep the surface and area beneath decks, sheds, and other trailers free of debris, leaves, and flammable vegetation. Have two ways out of your neighborhood in case one route is blocked. Trim vegetation back at least 30 feet from your home. Clean out gutters and downspouts of debris and leaves. Assemble emergency supplies and belongings in a safe spot. For more information about how to prepare for wildfires, visit www.FireWise.org.





In the Works

Wright Construction Group, has begun construction on the box culverts for the Burnt Store Road Phase II project. Wright Construction Group is also installing drainage structures and continuing clearing operations.



Did You Know

Strong winds and rain caused water to inundate the mangrove flats along the western wall of Charlotte Harbor; this resulted in a salt marsh mosquito hatch. Mosquito counts taken during surveillance and calls for service greatly increased in areas including South Gulf Cove and other coastal communities.



The female mosquito lays her eggs on the dried out substrate of salt pannes, depressions within salt marshes which dry out between periods of very high tide (spring tide). The eggs will hatch immediately upon flooding and adults will emerge within a week or less

Working Together

This was the second year the Public Works Department was asked by Charlotte County Fire/EMS to excavate a 7 foot trench for their training in confined space entry and recovery. Fire/EMS trainees must recover a mannequin pinned by a piece of pipe with side walls caving in, a replication of a construction site rescue. Our crew was on standby for emergency digging and returned the dig area to original condition afterward. We love collaborating with Fire/EMS!



Larvicide: **1920 acres covered with Altosid/Vectobac BTI**

Adulticide: **53 Truck treatments covering 74,492 acres**

1 Air Treatment covering 30,720 acres

Mosquito personnel answered and completed 338 PublicStuff requests and twice as many phone calls during the salt marsh hatch.

Aquatics invoiced **\$27,452.23** to MSBUs, Mitigation Sites, Parks, and Right of Way

Charlotte County Application Requests

February 2020

Requests Received
475

Requests Completed
418

Requests In Progress
289



Key Performance Indicators

ACCOM. & TDT	TDT Collections (Prev Month)		Comp Set TDT (Prev Month Sarasota/Lee)		TDT FYTD Collections (Pacing)		Fiscal Year to Date  27.8% +\$330,942 (record 4-mo Δ)
	Dec-18	\$323,076	Dec-18	\$5,453,264	Jan-19	\$1,192,200	
	Dec-19	\$400,368	Dec-19	\$5,953,878	Jan-20	\$1,523,142	
	TDT Collections (Current Month)		STR Occupancy (Hotels)		VR Occupancy (VRBO/Homeaway/AirBnB)		
	Jan-19	\$491,503	Jan-19	67.26%	Jan-19	N/A	
	Jan-20	\$642,905	Jan-20	75.98%	Jan-20	46.6%	

Sports/Meetings | February 2020

Recent/Upcoming Events

Snowbird Baseball Classic (Ongoing)
 Feb. 14-Mar. 22, 2020
 North Charlotte Regional Park, South County Regional Park, Cool Today Park.
 45 NCAA Division I and III schools including Ohio State, Pittsburgh, Iowa, Western Michigan and the U.S. Military Academy; 12th annual event; Last year's event generated over \$8 million in direct expenditures and \$13 million in total economic impact. More info at SnowbirdBaseball.info.

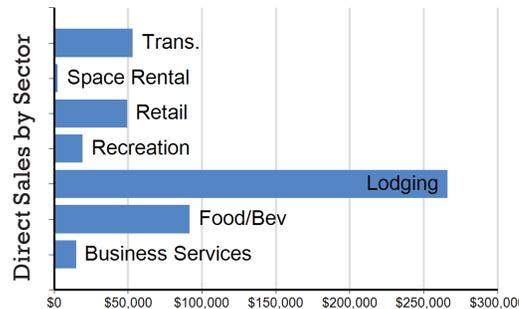
SpringFling Women's Collegiate Lacrosse

March 7-28, 2020
 Returning to Charlotte County for a 4th year, this event typically attracts 35-40 NCAA Division III teams generating nearly \$2 million in direct expenditures or \$3 million in total economic impact.

Leisure Travel | February 2020

Recent Event Analysis: Economic Importance of Music Festivals

Funk Fest Punta Gorda
 Feb. 14-Feb 15
 Annual 2-day music festival in downtown Punta Gorda in its 11th year. Event features multiple national high-calibre acts. Estimated 3,200 attendees, with over 1,100 staying overnight. Event generates nearly \$500,000 in direct expenditures translating to almost \$1 Million in total economic impact, which in turn generates over \$150,000 in local, state and federal taxes.



Public Relations/Media | February 2020

Total Placements

73

Total Reach

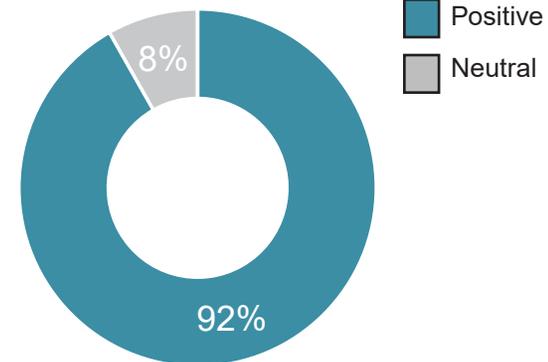
20.6M

Total Publicity Value

\$72k*

* Some media platforms are not able to be tracked in value. Actual value higher.

Media Sentiment





UPCOMING TOURS

Get a behind-the-scenes look at the process involved in providing water and wastewater treatment and water reclamation services to the community. Observe treatment plant operators in action and learn about the transport, processing and disposal of biosolids. Call 941-764-4304 or email CCUPR@CharlotteCountyFL.gov for more information.

Tour Dates (subject to change):

Wednesday, March 18, 10 a.m.-12 p.m.,
Peace River Water Treatment Facility

Wednesday, April 8, 10 a.m.-12 p.m.,
West Port Water Reclamation Facility



UNDER CONSTRUCTION

• **Loveland Grand Master Lift Station:** Master Lift Station and 48" Gravity Interceptor, 14,000 LF of 48" pipe and 2,800 LF of 24" pipe. Construction has resumed after a short delay. Crews will be working along Kings Highway and moving east to Loveland Blvd. New anticipated completion is Winter 2021.

• **US 41 Southbound Utility Improvements from Enterprise Dr. to Morningstar Waterway:**

This is in coordination with an FDOT multi-use path project. The existing water pipes will be replaced with new pvc pipes.

For more information, visit:
US41Utilities.com

• **Myakka Booster Pump and El Jobean Vacuum Station:**

Construction of a new building for the Myakka Potable Water Booster Station and the El Jobean Vacuum Sewer Station. The booster station will increase potable water pressure to West County at the Myakka River and the vacuum station will provide sewer collection for the El Jobean Septic to Sewer Project. Construction for sewer project is anticipated to start this Summer.

For more information, visit:

ElJobeanProject.com



OPERATIONS

- **Calls:** 6,679
- **Call Wait Time:** 3 mins 5 seconds
- **Total Customer Accounts:** 62,397
- **Sewer Connections:** 40,208
- **Water Connections:** 61,772

Charlotte County, FL App Requests

- **1 Utilities Billing**
- **2 Utilities Department Service**
- **3 Total**

927 Facebook Page Likes



View Reports:

<https://tinyurl.com/2019-CCR-PeaceRiver>

<https://tinyurl.com/2019-CCR-BurntStore>



IMPACTS



- **Loveland Grand Master Lift Station:** Loveland Blvd. between Midas Ct. and Old Landfill Rd. will be closed until June 30.

Additional Impacts:

[Emergency Utility Notices](#)

To provide, safe, reliable drinking water, reclaimed water and wastewater service for the enrichment of the community.