



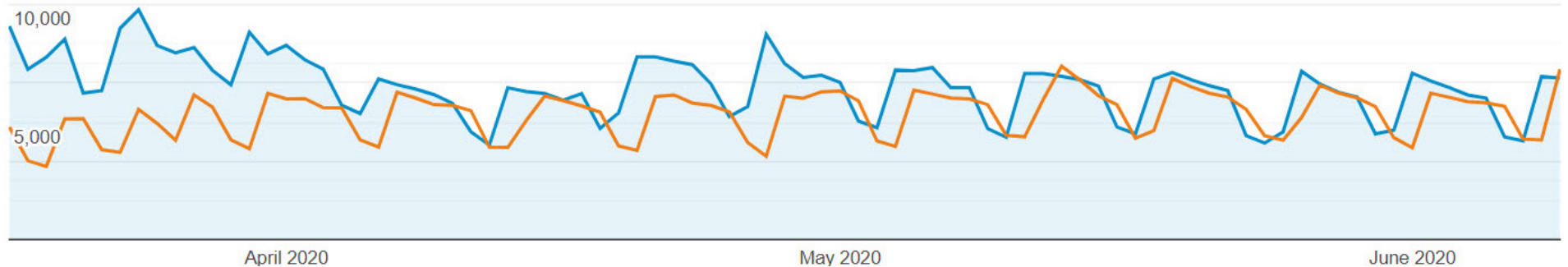
Monthly Report May 2020



County website becomes valuable resource during COVID

Mar 17, 2020 - Jun 9, 2020: ● Users

Dec 23, 2019 - Mar 16, 2020: ● Users



User analytics for the county website www.CharlotteCountyFL.gov from March 17 through June 9 compared to prior three months.

Charlotte residents flocked to the county website for local information about the coronavirus pandemic and its impact on their lives. The county's Joint Information Center was activated March 17 and a COVID-19 Information Page was created to serve as a clearinghouse for news from the Centers for Disease Control, Florida Department of Health, county constitutional officers, public safety agencies and the county itself. By June 9, the website banner linking to the COVID-19 Information page had been clicked more than 37,000 times.

The county website overall saw a 23% increase in user sessions versus the earlier period, with 638,300 sessions. Users visited 1,416,607 pages on the site, a 19% increase versus the earlier period. During activations, the county's Emergency Management Facebook page, www.facebook.com/OEMCharlotteCounty, becomes the main social media portal to reach residents and stakeholders

who look for news there rather than, or in addition to, traditional media. From May 17 to June 9, the JIC made 215 posts, including closures, social distancing tips, COVID-19 symptoms and DOH test sites. The posts generated thousands of reactions, comments and shares. The number of page followers increased 12.5% to 13,434.

The county also employed NextDoor.com, which has more than 47,000 registered users across dozens of community groups created for neighborhoods on the platform.

Another tool launched during the pandemic was a reprisal of the CharCoCares notification system, which provides local updates related to COVID-19, disaster planning tips, area resources and opportunities. Text CharCoCares to 888-777 to opt in. The service is free; message and data rates may apply.

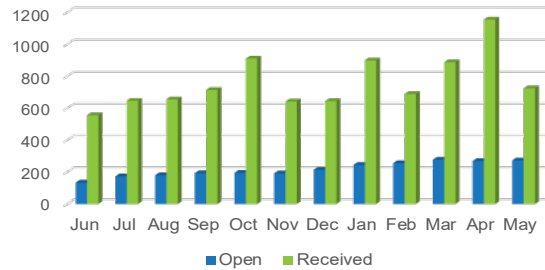
Be Storm Ready

Charlotte County residents are prepared for hurricane season, but when a storm is bearing down, here's a helpful reminder:

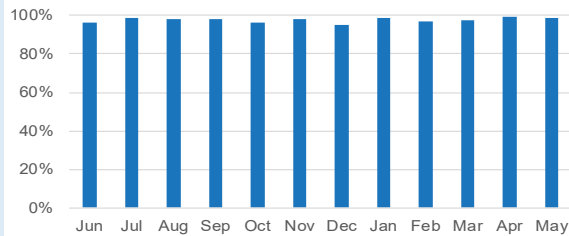
- Board up — windows, glass doors
- Stock up — supplies, water, cash
- Fill up — gas tanks, bathtubs, ice cube trays
- Clean up — potential projectiles in your yard
- Check up — insurance policies, contact lists
- Charge up — phones, rechargeable tools
- Zone up — Visit CharlotteCountyFL.gov and click Know Your Zone under Popular Links.

Information Technology

Service Tickets by Month

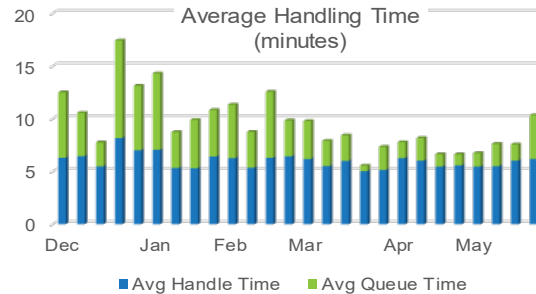


Customer Satisfaction
% Positive

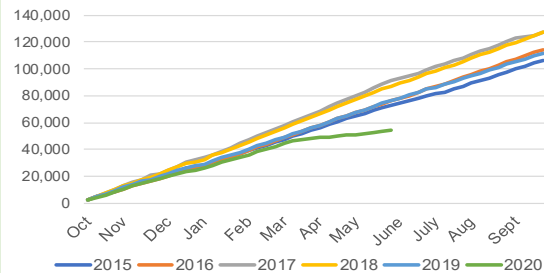


Transit

Transit Calls
Average Handling Time
(minutes)



Annual Cumulative Ridership



Director Highlights

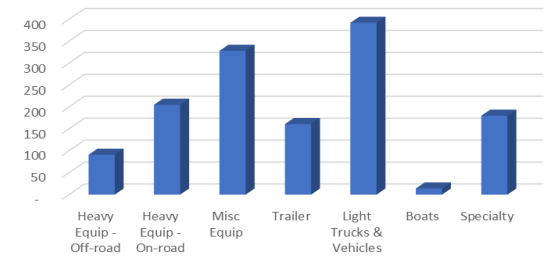
Fleet Operations

Charlotte County provides a myriad of services: everything water to roads to libraries. This wide range of services necessitates a wide range of equipment and vehicles. The graph below displays the composition of the 1,371 pieces of County vehicles.

Fleet is responsible for the acquisition, maintenance and disposal of this inventory. For the month of May fleet staff complete 174 service requests in the shop and 70 preventative maintenance services in the field. In addition they oversaw 113 service requests performed by outside vendors.

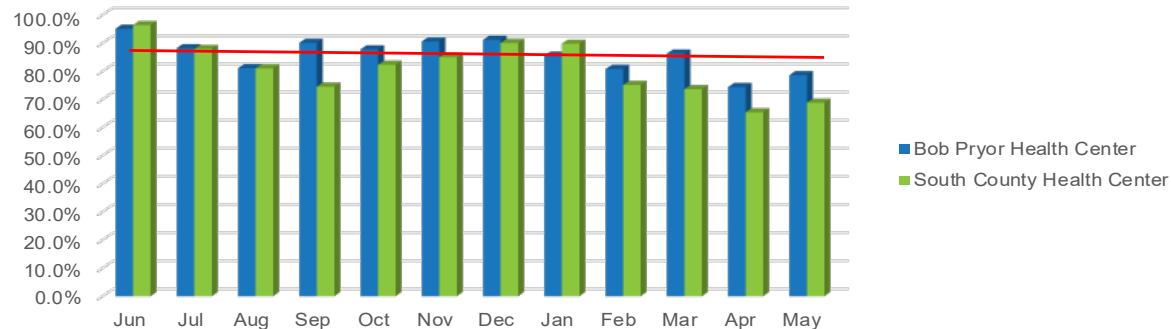
May 2020

Equipment & Vehicles



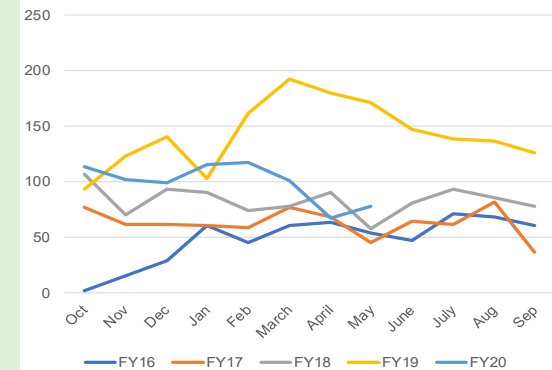
Health Center

Employee Health Center
Monthly Appointment Utilization Summary



Records Management

Record Requests

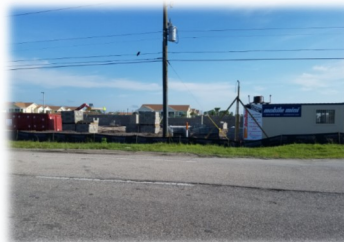


WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?

IN PLANNING

- **Veterans Common** – Adding Tire Choice, Sherwin-Williams and warehouses at 19200 Veterans Blvd., Port Charlotte.
- **Plaza on El Jobean** – Ten unit development for retail and professional services at 1480 El Jobean Road, Port Charlotte.
- **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, Punta Gorda.
- **Aldi** – Grocery store requesting an addition to the existing store at 1391 Tamiami Trail, Port Charlotte. 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



- **AutoZone** – Retailer of automobile parts and accessories at 24040 Beatrix Blvd., Port Charlotte. Final site plan approved.

- **Auto Services** – at 23498 McCaslin Court, Port Charlotte.



- **Firestone** – Auto repair and auto parts store at 19560 Cochran Blvd., Port Charlotte.



- **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.

COMPLETED!!

- **7-Eleven** – Gas station and convenience store at 861 Tamiami Trail, Port Charlotte.



PROJECTS' SPOTLIGHT

Babcock Update

- 790 Single Family permits submitted since August 2016
- 603 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: 122
Single Family Permits Issued—Babcock: 14

Total Single Family Certificates of Occupancy Issued: 114
Single Family Certificate of Occupancy Issued—Babcock: 37

Total Permits Issued: 2,521

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

Total Permits Issued FY19-20: 19,048
(Fiscal Year Oct. 2019—Sept. 2020)

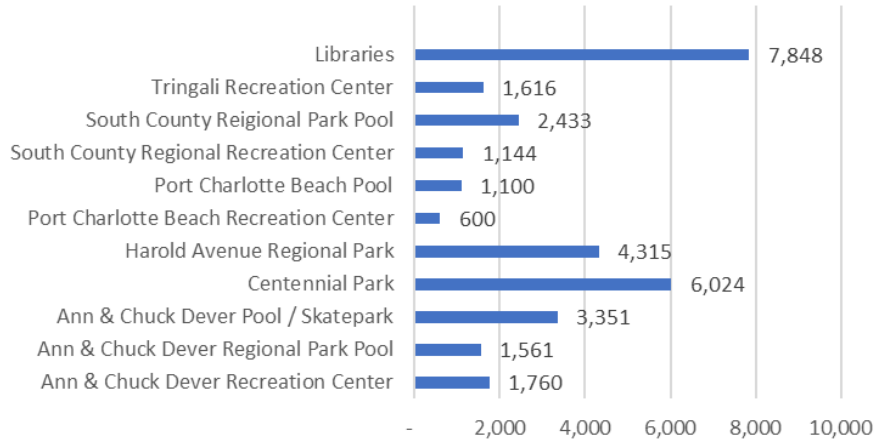
PERMITTING SNAPSHOT



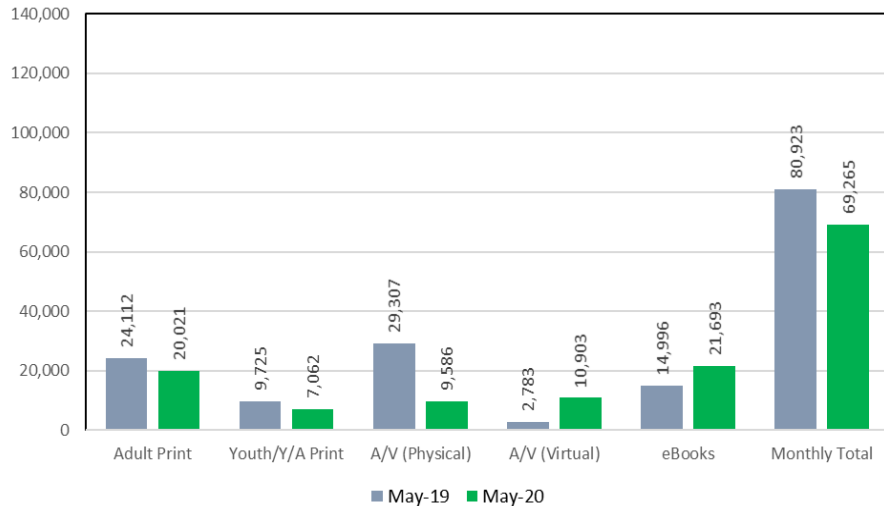
CHARLOTTE COUNTY
Community Development

Community Services

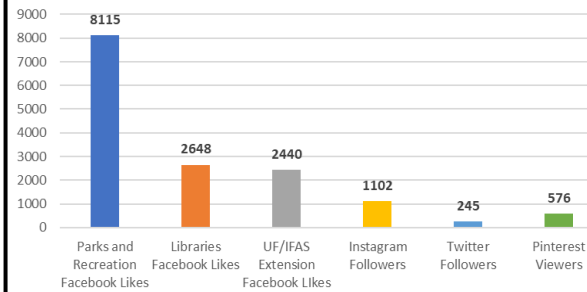
May - Virtual Programming Reach



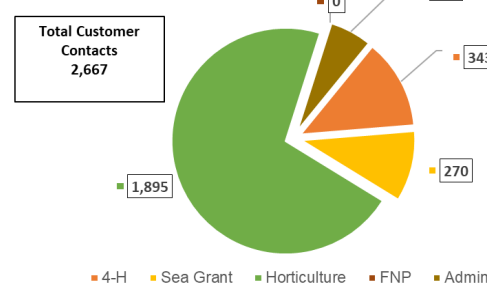
2019 - 2020 May Circulation Comparison



Social Media Impact



UF/IFAS Extension Service Customer Contacts



Parks and Athletic Field Maintenance

Number of trash bags collected – 4,848

Number of recycling bags collected – 1,249

Land Management

Staff concentrated on listed species observations, specifically Florida Scrub Jay.

Project Management - 29 Projects, \$1,640,000

Coastal Management

Abandoned/Derelict Vessels - 9 ready to be removed.

Sea turtle nests

206 Loggerhead
1 Green
1 Kemps Ridley

Shorebirds

Least tern – 168 adults, 79 nests, 2 chicks
Wilson's plover – 5 adults, 1 nest, 3 chicks
Snowy plover – 3 adults, 1 nest
American oystercatcher – 2 adults, 1 nest

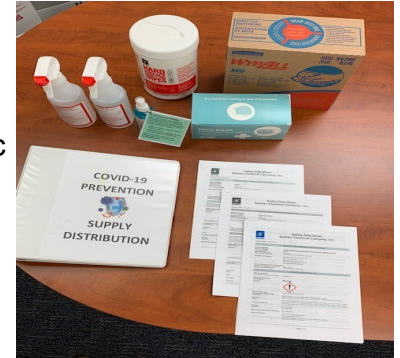
Facilities Construction & Maintenance

COVID-19 Preparations of Buildings and Employees for Reopening

May 2020



During the past month, Facilities Construction and Maintenance prepared for the reopening of our public buildings. Hand sanitizer, disinfectant chemicals, hard surface wipes, and disposable rags were distributed. Plexiglass sneeze guards were installed in all public facing service departments. Face masks and gloves were provided to Facilities' employees in anticipation of reopening. Facilities staff posted Social Distancing, Elevator Capacity, Facility Guidelines, and the new Facility Rules signage at county facilities preparing buildings to be open to the public on June 1.



Recent Accomplishments

- ◆ The schematic design for Fire Stations 2 and 5 is complete and under review.
- ◆ An 11-month post occupancy evaluation was completed at the Punta Gorda Charlotte Library, focusing on any items that needed attention prior to the contractor's warranty expiration.



Forward Progress

- ◆ The new Jury Management area on the second floor of the Justice Center is complete, allowing renovations of the Public Defender's Office on the first floor to continue, with expansion into part of the former Jury Management space.
- ◆ Phase 1 sealing and striping the parking lot at South County Annex will be complete and the lot will reopen for use in mid-June. The phase 2 project fencing will begin and the lot will be closed for construction for approximately three weeks. Phase 2 was divided into a third phase to provide handicapped parking availability throughout the duration of the project.

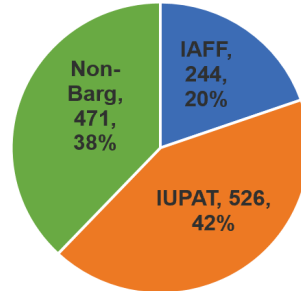
Notable Happenings

- ◆ Proposals were received for the Landfill Scale House project and the professional services committee is in the process of selecting the design contractor.
- ◆ Bids were received for the Allapatchee Shores Park Hurricane Irma restoration.
- ◆ The draft guaranteed maximum price on Fire Station 10 was received. The team is evaluating cost reduction scenarios to bring the project into budget.
- ◆ The county is working with FPL on a new lighting upgrade package on the Solar Now trees located at the Sports Park and Ann & Chuck Dever Park.

Human Resources

Workforce

Employee Count 1,241
Avg Age 47
Avg Hourly Rate \$23.37
Avg Years of Service 9



Retention of New Hires

	May	YTD
% completing probation	100.00%	87.5%

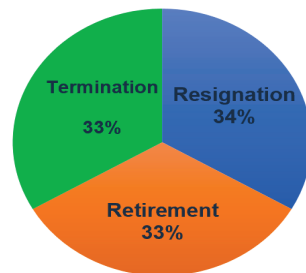
Succession Planning

Ee's in FRS DROP the next 5 years 3.4%
% of Workforce Retired this FY 2.5%

Separations

Turnover 1.2%
Separations 15

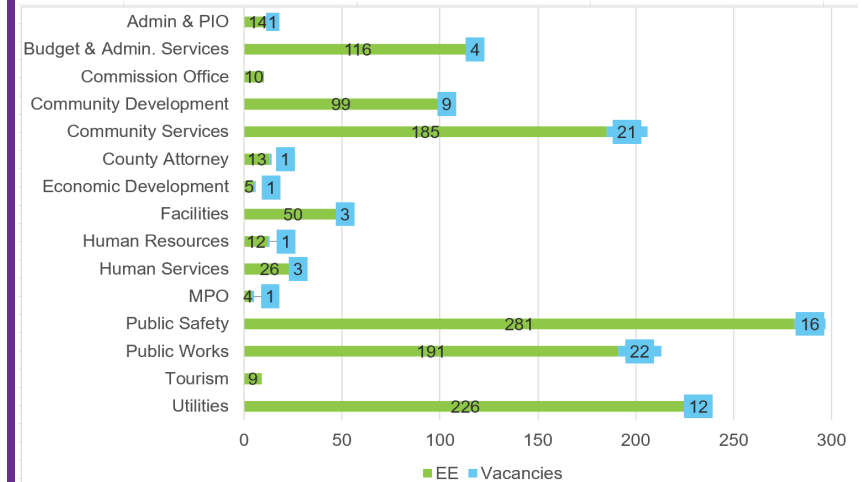
May 7.3%
YTD 90



Training & Development

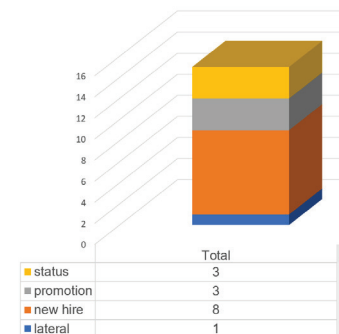
Training 13 Ee's 10hrs 130 contact hrs
% using Tuition Reimbursement 1%

Employees vs Vacancies

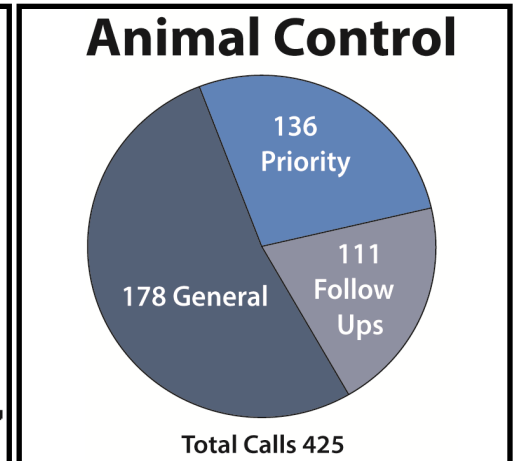
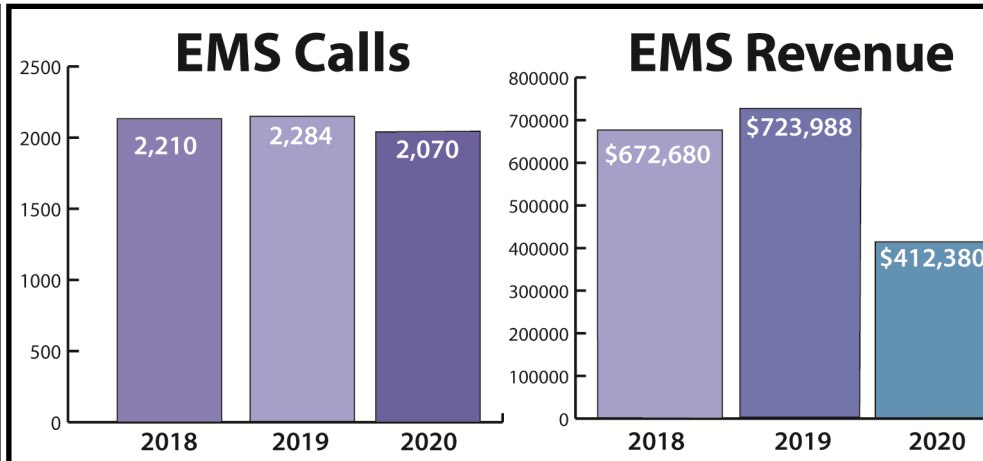
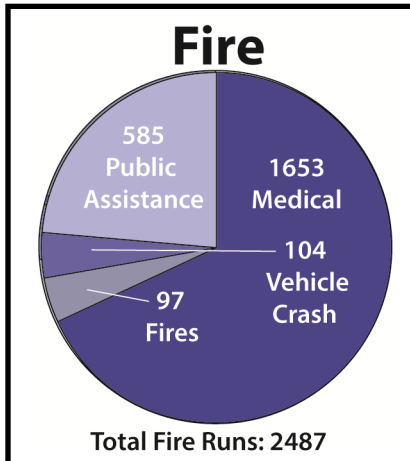


Recruitment

Applications Taken 687
Job Posting Hits 18,985
New Hires 8
Recruited Pos FT 26
Posted PT/Sea 8



Public Safety



Pandemic, Fires and Retirement

May was a busy month for the Public Safety Department. Our EOC staff, led by Patrick Fuller, continued guiding us through the local pandemic response. He and his team began focusing on hurricane preparedness during a pandemic. Our already limited shelter space will now be even more limited due to the COVID-19 and the need for social distancing. The message being shared by the EOC is that shelters should be a last resort for those who have nowhere else to go. They want everyone to plan ahead and have an emergency plan in place.

Fire & EMS had a busy month fighting fire. Wildfires kept our crews very busy with at least two significant wildfires occurring on consecutive days. The drought conditions, high winds, and low humidity combined for several red flag warnings, meaning the conditions are right for wildfire combustion and rapid spread.

On May 24, a fire destroyed home before we were able to stop it. When we arrived on the scene off Taylor Road, the

house was fully engulfed. The homeowner was not home, but the family dog was. We were able to rescue Shadow and reunite him with his family. During the early hours of May 25, we responded to a fire at Fishin' Franks. The fire was the result of a drunk driver who drove off the road and crashed his truck on the top of popular bait and tackle store.

We also said goodbye to Battalion Chief Mark Crigler, who retired this month after 32 years as a Charlotte County Fire Fighter.





CHARLOTTE COUNTY
FLORIDA

Public Works

In the Works

Public Works crews are cleaning out a major ditch to help move future stormwater runoff in the Loveland Blvd area. This will help alleviate potential stormwater issues from the surrounding areas. This is a part of a larger plan to add culverts and increase the water capacity of some ditches in the area.



Did You Know

You should prepare your yard for hurricane season:

- Cut back any trees or branches that contact your house, pool cage, shed or other buildings
- Thin foliage so wind can blow freely through branches, decreasing chances the plant will become uprooted during a storm
- Place trimmings at the curb on your regular collection day. Yard waste must be containerized in an extra yard waste container, paper lawn, leaf bag, or bundled. Yard waste in plastic bags will not be collected.

****Cans and bundles cannot weigh more than 40 lbs. each. Limbs cannot be more than 6feet in length or 10 inches in diameter****

Working Together

The contractor has completed the intersection of San Domingo Blvd and Wiltshire Dr. This intersection was rebuilt to eliminate the steep incline coming up to Gasparilla Rd and prevent bigger trailers from bottoming out. The work was done in conjunction with the South Gulf Cove Pathways project and was funded by the Gasparilla Rd Sales Tax CIP.



Larvicide: **5,580 acres**
Adulticide: **44800 acres with dibrome**
16000 acres with duet
70852 with Kontrol
17435 with Zenivex

Aquatics invoiced **\$32,221.99** to MSBUs, Mitigation Sites, Parks, and Right of Way

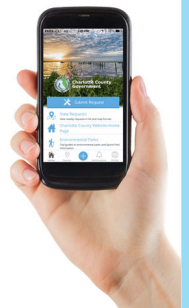
Charlotte County Application Requests May 2020

Requests Received

185

Requests Completed

153



Tourist Development

ACCOM. & TDT

Key Performance Indicators

TDT Collections (Prev Month)

Mar-19

\$1,009,357

Mar-20

\$701,101

-30.5%

Comp Set TDT (Prev Month Sarasota/Lee)

Mar-19

\$13,390,626

Mar-20

\$8,068,621

-39.7%

TDT FYTD Collections (Pacing)

Apr-19

\$3,107,644

Apr-20

\$3,050,055

-1.9%

TDT Collections (Current Month)

Apr-19

\$334,717

Apr-20

\$94,631

-71.7%

STR Occupancy (Hotels)

Apr-19

67.61%

Apr-20

26.63%

-41.0%

VR Occupancy (VRBO/Homeaway/AirBnB)

Apr-19

N/A

Apr-20

20.7%

New Metric

Fiscal Year to Date

1.85%

-\$57,539

COVID-19

*These numbers represent COVID-19 losses, which are industry-wide.

COVID-19 RESPONSE

Local Business Updates

The Tourism industry has arguably been the hardest hit by the COVID-19 pandemic. The VCB took action well before federal and state agencies began shutdowns. Some of the actions taken are updated

- Director coordinated re-opening plan for vacation rentals and achieved an approval in first round, ahead of competition.
- All outbound marketing still suspended, but will be re-instituted responsibly soon as state is entering Phase II re-opening.
- Public and Industry facing COVID-19 resources continually updated on website
- Coordinating with EOC, Human Services and other County agencies as needed.
- Continued to build on "Best Side Your Side" campaign
- T-shirt sales currently at over 720 T-shirts sold raising almost \$10k for COAD fund (70% of applicants are hospitality ind. employees)

"Best Side Your Side" Industry Support Campaign

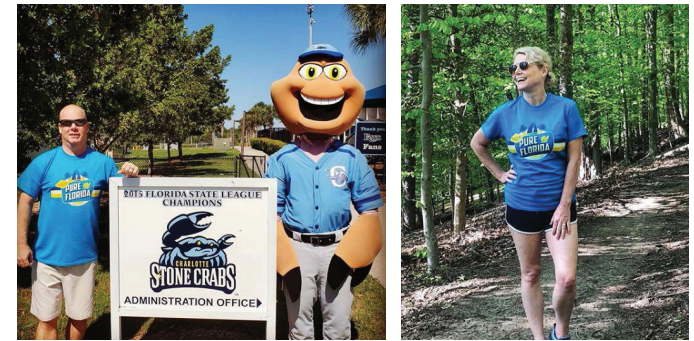
Retro "Greetings From Pure Florida"
Charlotte County T-shirt



BestSideYourSide.com

Social Media Influencers #BestSideYourSide

Jeff Cook & Crawford (Stone Crabs), Jennifer Prince (@travellikeaprince), @RaysRadio (@DaveWills34), Olympian Amanda Carr (@AmandaCarrBMX)





PROTECT OUR WATER!

Help improve and protect our water quality!
Do NOT use fertilizers containing nitrogen or phosphorus on any turf or landscape plants between June 1 to September 30.



• Fertilizer Use:

The use of fertilizers containing nitrogen or phosphorus is prohibited from June 1 to September 30.

• Hurricane Season 2020:

It is essential to prepare for a hurricane, especially regarding your water and sewer. Our hurricane preparedness flyer provides a check list of tasks and supplies.

[Hurricane Preparedness: Utilities](#)



IMPACTS



- **Loveland Grand Master Lift Station:** Loveland Blvd. between Midas Ct. and Old Landfill Rd. will be closed until Oct. 2.

Additional Impacts:

[Emergency Utility Notices](#)

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

- **Cape Haze Dr. Wastewater and Reclaimed Transmission System:**

This project is upsizing the existing sewer lines to 12" on Cape Haze Dr. and adding new 16" reclaimed lines for future customers.



OPERATIONS

- **Calls:** 6,553
- **Call Wait Time:** 7 mins 27 seconds
- **Total Customer Accounts:** 62,778
- **Sewer Connections:** 40,467
- **Water Connections:** 62,149

Charlotte County, FL App Requests

- **5 Misc.—Utilities Department**
- **6 Utilities Billing**
- **8 Utilities Department Service**
- 19 Total**

980 Facebook Page Likes

2019 Water Quality Reports:

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

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

Important Information:

Water shutoffs have been suspended due to the coronavirus outbreak.

Customers can still drop-off their payments in the various payment boxes, pay their utility bill using the convenient electronic bill or by phone at 941.764.4300.

Are you or someone you know having trouble paying their utility bill?

THE ♥HEARTSHIP♥ PROGRAM MAY HELP!

Call 2-1-1 or 941-205-2161 for assistance.



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