



Monthly Report July 2020



New Charlotte County Website Launched Aug. 14

Charlotte County launched a new website Aug. 14 that features dramatic aerial video, easy-to-find service functions and a mobile-friendly design.

The website URL, www.CharlotteCountyFL.gov, remains the same, but the modern layout offers expansive drop-down menus that take users to hundreds of webpages to transact online business, find information and report issues to county staff.

“Our website receives nearly 5 million pageviews by 1.25 million users a year, so it serves as the world’s window into Charlotte County,” said County Administrator Hector Flores. “The beauty and vitality of the county jumps off the page. The website will reinforce our brand as a premier place to live, work and play, while delivering exceptional service and usability to residents, businesses and visitors.”

Among the new features is an “I Want To” menu that

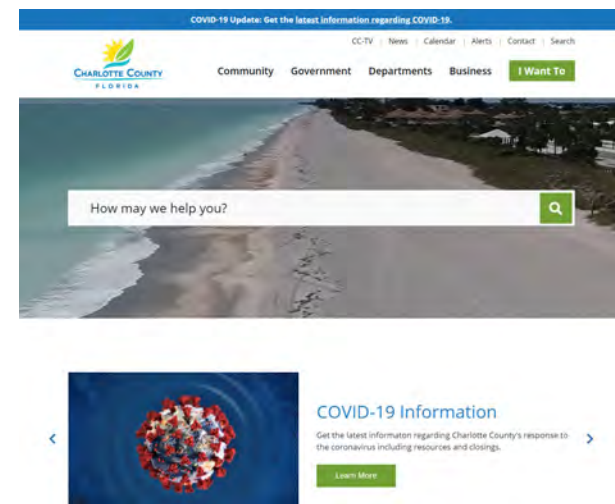
allows users to transact business with the county online, by phone or email or in person. Users won’t have to know what department, division or agency provides services, just the topic, such as licenses, permits, activity registration or evacuation information.

The new website is designed to be equally functional on laptop, desktop and tablet computers, as well as mobile phones. Menus and features are responsive to devices’ screen size and position.

The county contracted with Solodev, a national leader in government website design that has worked with the City of Miami Beach and Seminole and Volusia counties, among others.

“Our project team has been working for months to conduct a needs assessment, identify features and create a clean, modern look and feel that enhances

our branding,” said Communications Manager Brian Gleason. “Many of the apps and functions popular with our users will have a familiar look, but the interface makes it really easy to navigate for heavy and light users.”



New Charlotte County website homepage.

Be Storm Ready

- Board up — windows, glass doors
- Stock up — supplies, water, cash
- Fill up — gas tanks, bathtubs, ice trays
- Clean up — projectiles in your yard
- Check up — insurance policies, contacts
- Charge up — phones, rechargeable tools
- Zone up — Visit [Know Your Zone](#)

Website critical to providing online services during pandemic

Charlotte County issued 217 single family home permits in July 2020, a 15% increase over June 2020 and a 15% increase over July 2019. That’s a 78% increase over our lowest month of the year, which was 122 in May.

The industry adapted quickly to submitting permit applica-

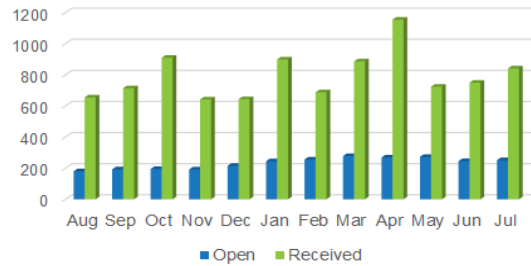
tions and plans online when the coronavirus pandemic forced us to close our lobby. Even after it reopened June 1, more than 70% of permit applications are still coming in online.

More than 8,700 reservations have been made at our three county pools for lap swimming

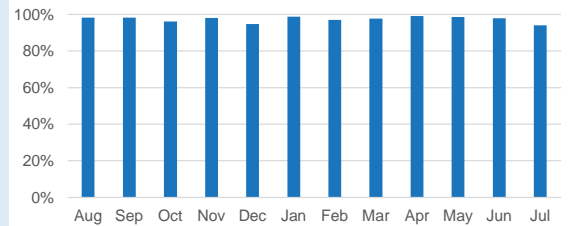
and water aerobics since June 1. When our libraries closed, staff launched a curbside pickup service to deliver books to patrons in our parking lots. More than 180,000 items were checked out by 27,737 patrons as of Aug. 1. Even after libraries reopened on a limited basis, this service is still a safe, popular option.

Information Technology

Service Tickets by Month

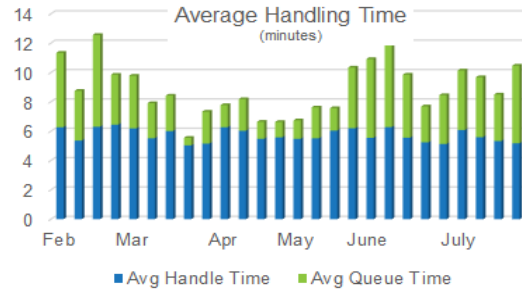


Customer Satisfaction % Positive

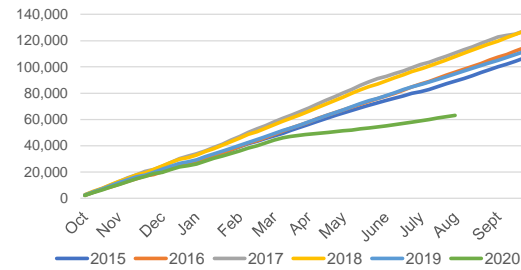


Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership



Director Highlights

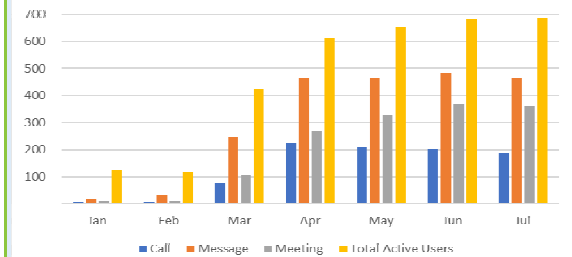
COVID-19 Technology Advances

As Executive orders were released daily and even hourly, changing the response efforts, Information Technology, especially Client Services had to shift gears, moving from creating space by moving staff around within county buildings, to an all-out move to a reduction of personnel working in county facilities – creating a home work force. During this time, Client Services mobilized over 290 devices.

Microsoft Teams became a critical component of the mobile work strategy. Teams has enabled staff to continue working together while maintain safe social distancing. Usage has gone from just over 10% of staff in February to almost 70% of all users being active in Teams. The graphs below highlight the dramatic increase in usage.

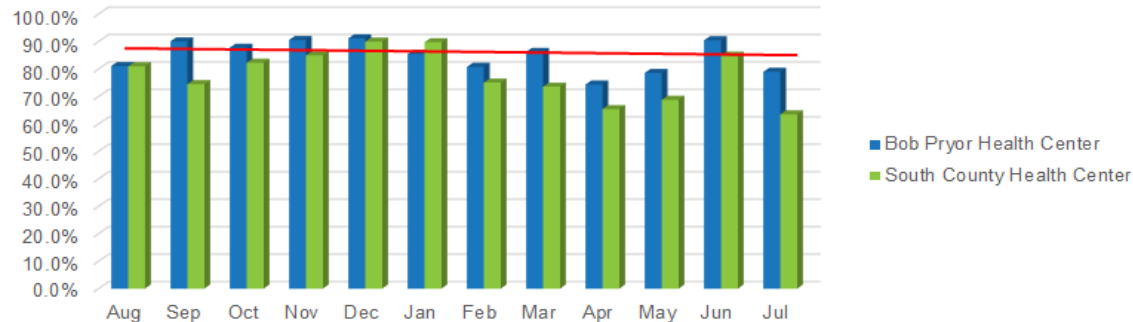
July 2020

Microsoft Teams Usage



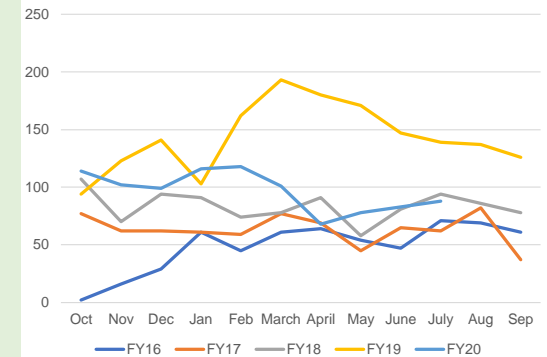
Health Center

Employee Health Center Monthly Appointment Utilization Summary



Records Management

Record Requests










WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?

IN PLANNING

- **Publix** – Supermarket featuring groceries, deli, bakery and meat department at 42051 Cypress Parkway, Punta Gorda (Babcock Ranch). Building permits in review.
- **Family Service Center** – Demolition of existing building and construct new building with associated infrastructure at 21500 Gibraltar Drive, Port Charlotte. Building permits in review.
- **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. Building permits issued.
- **Aldi** – Grocery store requesting an addition to the existing store at 1391 Tamiami Trail, Port Charlotte. Site plan approved. Building permits issued.
- **Plaza on El Jobean** – Ten unit development for retail and professional services at 1480 El Jobean Road, Port Charlotte. Site plan in review.

UNDER CONSTRUCTION

- **P.C. Storage** – Construction of four self-storage buildings, parking and infrastructure at 23950 Veterans Blvd., Port Charlotte. 
- **Firestone** – Auto repair and auto parts store at 19560 Cochran Blvd., Port Charlotte. 
- **McDonalds** – fast-food chain undergoing demolition and rebuild at 1805 Tamiami Trail, Port Charlotte. 
- **Twisted Fork** – American restaurant at Black Widow Harley-Davidson at 2224 El Jobean Road, Port Charlotte. 
- **Port Charlotte Station** – Five Guys and Aspen Dental at 379 Kings Highway, Punta Gorda. 
- **AutoZone** – Retailer of automobile parts and accessories at 24066 Peachland Blvd., Port Charlotte. 
- **Extra Space Storage** – Fully enclosed self-storage facility and 29 covered RV parking spaces at 4536 Tamiami Trail, Port Charlotte. 

COMPLETED!!



PROJECTS' SPOTLIGHT

Babcock Update

- 848 Single Family permits submitted since August 2016
- 676 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: 216
Single Family Permits Issued—Babcock: 37

Total Single Family Certificates of Occupancy Issued: 139
Single Family Certificate of Occupancy Issued—Babcock: 31

Total Permits Issued: 2,888

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

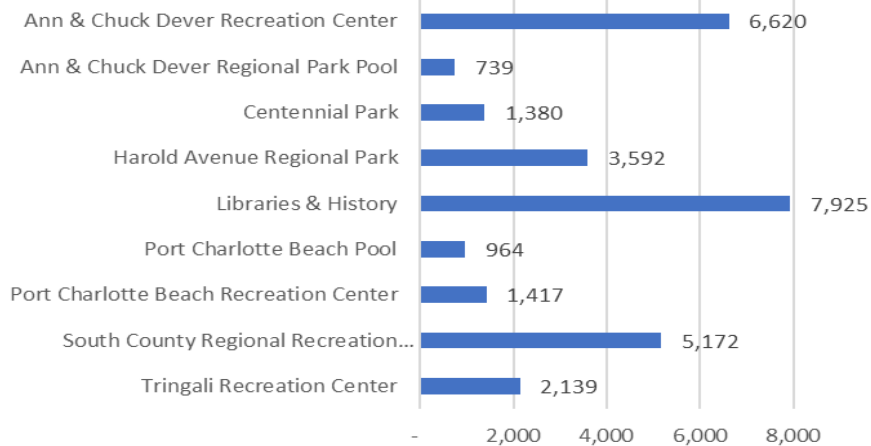
Total Permits Issued FY19-20: 24,827
(Fiscal Year Oct. 2019—Sept. 2020)

PERMITTING SNAPSHOT

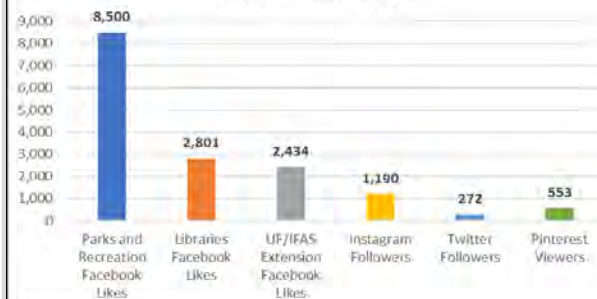


CHARLOTTE COUNTY
Community Development

Virtual Programming Reach



Social Media Impact



Parks and Athletic Field Maintenance

Number of trash bags collected – 7,054

Number of recycling bags collected – 1,088

Land Management

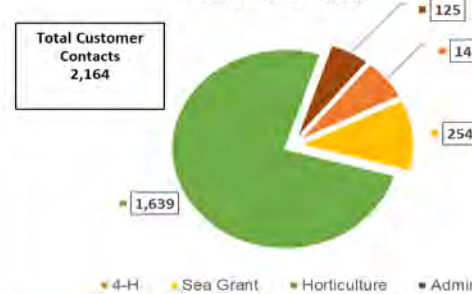
#Miles trails maintained
87.626 miles

#Acres exotics treated
15 acres of exotic flora

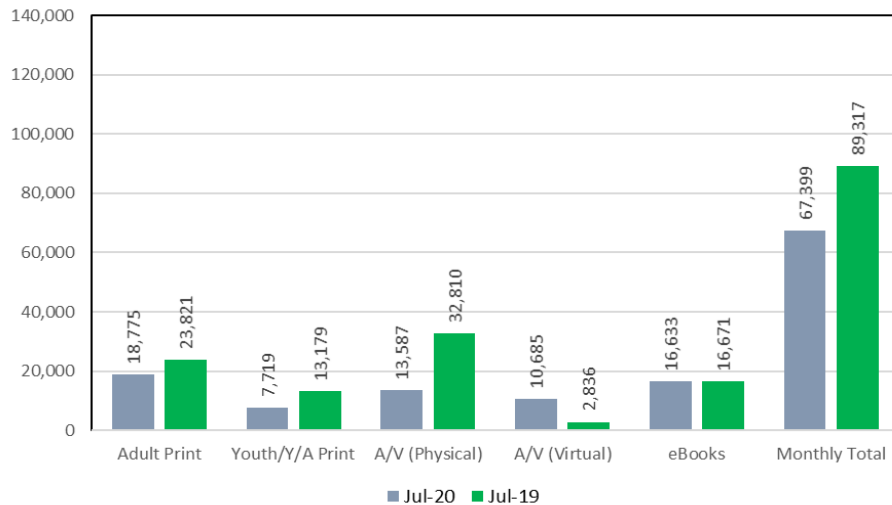
Project Management

39 Projects
\$1,799,138

UF/IFAS Extension Service Customer Contacts



2019 - 2020 Circulation Comparison



Coastal Management

Abandoned/Derelict Vessels - 4 ready to be removed, 2 open cases, 5 removed.

Sea turtle nests

1,324 Loggerhead
52 Green
2 Kemps Ridley
1,378 Total Nests

Shorebirds

Least tern – 153 adults, 31 nests, 43 chicks
Wilson's plover – 30 adults, 8 chicks
Snowy plover – 2 adults
American oystercatcher – 3 adults

Facilities Construction & Maintenance

Allapatchee Shores Park Restoration and Repairs

July 2020



Before

The park is currently undergoing repairs to the kayak launch ramp, storm water management system, road, and associated infrastructure. This partially grant-funded project was created to not only remedy damages caused by hurricane Irma, but also include repairs to the site. This project is expected to be completed by mid to late November.



After

Recent Accomplishments

- ◆ The Guaranteed Maximum Price (GMP) from Magnum Builders was approved by the Board for the new Fire Station 10 on Palm Island. The contract amendment will be issued followed by construction.
- ◆ GMP for Fire Station 9 temporary facility at Babcock Ranch was approved by the Board on July 28.
- ◆ The Board approved the Family Services GMP on July 28. The building permit went through initial comments and mobilization for construction will begin in August.



Forward Progress

- ◆ Select demolition started at the temporary vacated Public Defender space in the Justice Center. This task is in preparation for the second courtroom construction.
- ◆ The final phase of the South County Annex parking lot overlay is progressing with one area completed and second in progress. The landscaping installation finishes the scope before completing the project punch list inspection.
- ◆ Murdock B Building restroom repair began in July with mobilization, safety setup, and demo. Rough electric and plumbing kicked off during week 3, and week 4 continued with supply lines, drains, drywall, paint, and partitions reaching basic completion.



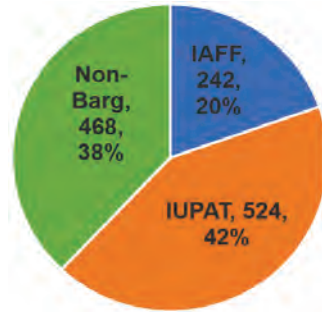
Notable Happenings

- ◆ Matern Engineering was selected for the generator installation design at Harold Avenue Recreational Center. The FEMA-funded project supports the needs for an emergency shelter.
- ◆ The condition assessment with surveys are complete and under review for the Placida Boat Ramp West Expansion.
- ◆ A pre-construction meeting was held with Stultz Inc. for the new Port Charlotte Beach Sailing Center. The notice of commencement date is August 14 with 270 days construction.
- ◆ Small projects nearing completion: Tax Collector mailroom remodel; William R. Gaines Jr. sign solar lighting installed; Fleet high volume fans installed; and multiple Utilities remodels complete.

Human Resources

Workforce

Employee Count 1,234
Avg Age 47
Avg Hourly Rate \$23.32
Avg Years of Service 9



Retention of New Hires

	July	YTD
% completing probation	93.75%	87.9%

Succession Planning

Ee's in FRS DROP the next 5 years	3.7%
% of Workforce Retired this FY	2.9%

Separations

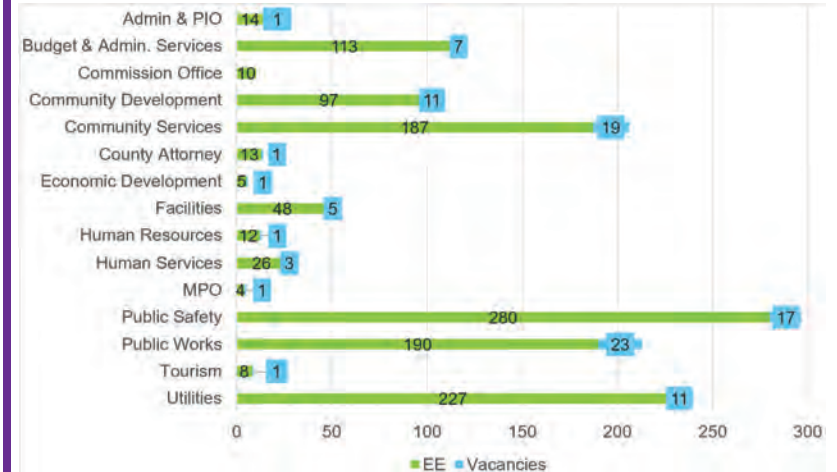
	July	YTD
Turnover	1.0%	9.0%
Separations	9	111



Training & Development

Training	202 Ee's	7hrs	1,414 contact hrs
% using Tuition Reimbursement			1%

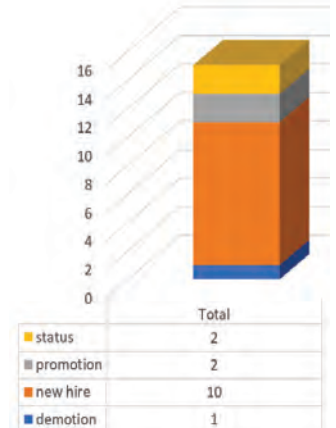
Employees vs Vacancies



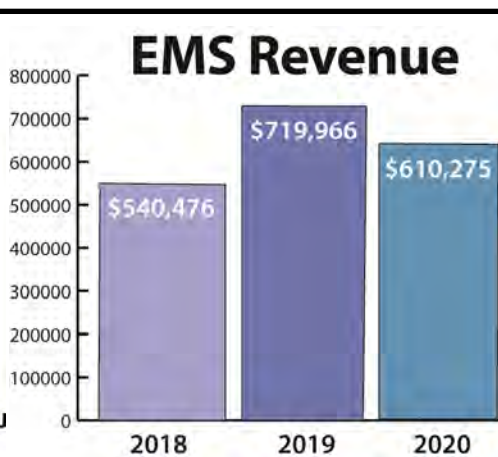
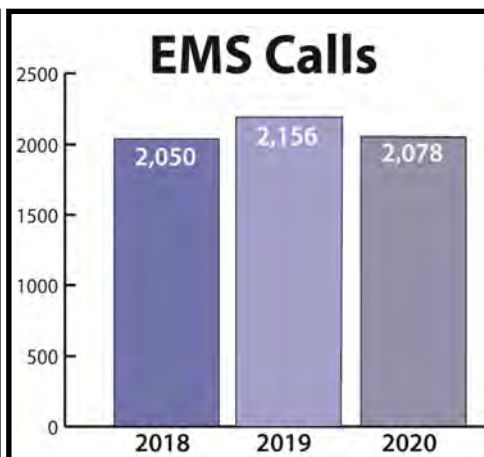
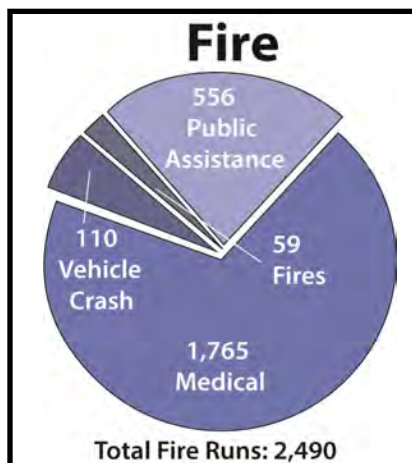
Total Vacancies: 102

Recruitment

Applications Taken	544
Job Posting Hits	24,389
New Hires	10
Recruited Pos FT	30
Posted PT/Sea	7



Public Safety



We Will Survive 2020

Patrick Fuller, Director of Emergency Management

A day does not go by where we don't hear a joke or see a meme referring to the challenging circumstances confronting us in 2020. To date, we have witnessed record-setting wildfires in Australia, earthquakes, tornado outbreaks, demonstrations, civil unrest, a contentious election season, murder hornets, and a seemingly never-ending pandemic. As if that list is not bad enough, now the National Hurricane Center has revised its prediction for the 2020 Atlantic Hurricane Season to "Extremely Active." Never before have we entered August with nine storms already receiving names. To put that into some perspective, the average number of storms over the past 40 years is 12. The updated prediction for this season is 24 named storms—just one more stressor in an already very stressful 2020.

All of us would prefer a quiet Hurricane Season, though that may not be in the cards, and we must do what we can now to

ensure we are as prepared as we can be as individuals and an organization. One way to reduce the stress of an active Hurricane Season is to have detailed plans in place now for our families in the event we need to respond to tropical weather. Plans should include having disaster supplies on-hand, knowing how your family will stay informed of the latest deployments, and identifying a location to evacuate if directed to do so; shelters are your LAST option. We will get through this year and come out stronger on the other side.

We encourage everyone to do their part by preparing both themselves and their loved ones this hurricane season. For detailed information on how to prepare for a storm, how to survive the storm and stay safe post storm, take a look at our new Disaster Planning Guide. You can pick up a copy at any of our county libraries or you can view the online version at <https://www.charlottecountyfl.gov/services/emergencymgmt/Site%20Documents/Charlotte-County-Disaster-Planning-Guide.pdf>



In the Works

In mid-July, contractor, Marine Contracting Group began maintenance dredging for the Manchester Maintenance Dredge project. MCG is currently dredging out in shoal 1 and shoals 2a and 2b in the Ackerman access channel.

Clean material is being placed as submerged beneficial use in the Humphrey Basin and unsuitable material is being off loaded at the county upland site and will be hauled off to the county landfill.



Did You Know

The county uses 15-foot-wide bat winged brush mowers to maintain the visibility of the right of way for motorists.



The mowers received their nick name because the mowers have a section on both sides of the mower deck that fold up vertically for transport on the roadway.

Mowers working in the right of way pose the same hazards as any other construction equipment. Use the same passing precautions passing mowers as used for other types of construction equipment working in the right of way. Reduce speed when approaching the mowers, and when all is clear, carefully maneuver around the operation.

Working Together

On July 24, over 1,440 boxes of food (23,040 pounds of food) were distributed to the Charlotte County community through the Farmers to Families Food Box Program!

A HUGE thank you to all the volunteers who came out to assist in this extraordinary effort include Cheney Brothers, Inc. - Punta Gorda, Charlotte County Public Works, Saint Vincent de Paul, Lion's Club's from Bradenton all the way to Fort Myers, Charlotte County Human Services, First Presbyterian Church, Lake Michigan Credit Union, Englewood Christian Church, and The Salvation Army Port Charlotte.



Larvicide: **11,166 acres or 17.5 sq miles - 23 treatments**
Adulticide: **196,606 acres or 307 square miles - 76 treatments**

Aquatics invoiced **\$61,325.00** to MSBUs, Mitigation Sites, and Right of Way

Charlotte County Application Requests July 2020

Requests Received

180

Requests Completed

127





**PUNTA GORDA
ENGLEWOOD BEACH**
The Charlotte Harbor Gulf Island Coast

Tourist Development

Key Performance Indicators

ACCOM. & TDT

TDT Collections (Prev Month)			
May-19	<div></div>	\$231,827	
May-20	<div></div>	\$158,981	↓ -31.4%

Comp Set TDT (Prev Month Sarasota/Lee)			
May-19	<div></div>	\$4,205,867	
May-20	<div></div>	\$1,559,095	↓ -62.9%

TDT Collections (Current Month)			
Jun-19	<div></div>	\$309,678	
Jun-20	<div></div>	\$374,896	↑ 21.1%

STR Occupancy (Hotels)			
Jun-19	<div></div>	58.33%	
Jun-20	<div></div>	54.60%	↓ -3.7%

TDT YTD Collections (Pacing)			
Jun-19	<div></div>	\$3,649,148	
Jun-20	<div></div>	\$3,583,931	↓ -1.8%

Fiscal Year
to Date

1.85%

-\$65,217

COVID-19

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

COVID-19 RESPONSE

Sports | Recent, Future and Won Business | July 2020

Recent Events

Prospect Wire Baseball National Championship
July 25-29, 2020
Charlotte County was scheduled to host this event in partnership with Sarasota County. Due to some significant rain on multiple days during the tournament that left our fields unplayable, the tournament had to adjust on the fly and use only Sarasota County fields for the duration. However, the organizer indicated a strong desire to return to our destination for a future tournament.

Current Events

CCA STAR Fishing Tournament
July 1-Oct. 4, 2020

As a destination sponsor of the tournament, our destination receives expansive media mentions across a variety of platforms enticing anglers to fish the waters of

Upcoming Events

Sugar Bert Boxing National Qualifier
Aug. 28-30, 2020
The 2019 event drew 529 boxers from over 30 states as well as some international competitors generating nearly \$1 million in total economic impact.

Projections for the 2020 event are uncertain although as of July 30, over 230 boxers had already registered.

EVP Beach Volleyball Dig the Sun Pro-Am
Aug. 28-29, 2020
This made for TV tournament, which takes place at the Four Points by Sheraton, is typically broadcast a minimum of 80 times on various regional sports networks primarily throughout the Midwest and Northeast U.S.

Public Relations/Media | July 2020

Total Placements

34

Total Reach

1.5M

Total Publicity Value

\$19k*

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

Punta Gorda was named No. 2 in the USA TODAY 10Best Readers' Choice Travel Awards for Best Small Town Food Scene. A panel of experts, including editors from USA TODAY and 10Best.com, selected 20 nominees. Readers had four weeks to vote. Punta Gorda was the only Florida town nominated. The top 10 list consists of small towns with a population of fewer than 25,000, and food scenes with chef-driven restaurants and local flavors and variety.



UNDER CONSTRUCTION

- **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



- **Deep Creek Force Main Replacement:**

Construction of a larger force main to improve transmission capacity for the Deep Creek neighborhood. This project also includes pumping improvements at several lift stations along the project route.

[Project Map](#)



IMPACTS



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

- **Cape Haze Dr. Force Main Replacement:**

Cape Haze Drive between Links Lane and Kendall Road has shifted to the northbound lanes until further notice.

Additional Impacts:

[Emergency Utility Notices](#)

UNDER CONSTRUCTION

- **El Jobean Septic to Sewer Project:**

Construction of a wastewater system to service approximately 300 properties with sewer service.

For more, information, visit:

ElJobeanProject.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.

- **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.



OPERATIONS

- **Calls:** 6,982
- **Call Wait Time:** 5 mins 38 seconds
- **Total Customer Accounts:** 63,002
- **Sewer Connections:** 40,710
- **Water Connections:** 62,361

Charlotte County, FL App Requests

- **3 Misc.—Utilities Department**
- **6 Utilities Billing**
- **6 Utilities Department Service**
- 15 Total**

991 Facebook Page Likes

2019 Water Quality Reports:

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

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

Important Information:

Water shutoffs and late fees have been suspended due to the coronavirus outbreak.

The Customer Support Center is open by appointment only. To schedule an appointment, call 941-764-4300. Walk-in services other than the payment drop box will not be available.

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.

[Payment Options](#)

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