

A large, stylized graphic in the background features a yellow sun with white rays on the left, a green leaf with a white vein on the right, and a teal wave-like shape at the bottom. The text is overlaid on this graphic.

Budget Workshop 2019/20 – 2020/21

May 21, 2019



CHARLOTTE COUNTY
FLORIDA

Agenda

- Financial Trends for Public Services
- Public Services Goal
 - Define levels of service for both quality and quantity by 2020
- Public Services Highlights

Public Services

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

Financial Trends

Public Services

Budget & Admin. Services

Transit

Judicial

Community Services

Libraries & Historical

Recreation

Human Services

Veteran Services

Senior Services

Neighborhood Services

Re-entry

Public Safety

Fire Rescue

Emergency Medical Services

Emergency Management

Animal Control

Public Works

Solid Waste

Mosquito & Aquatic Weed Control

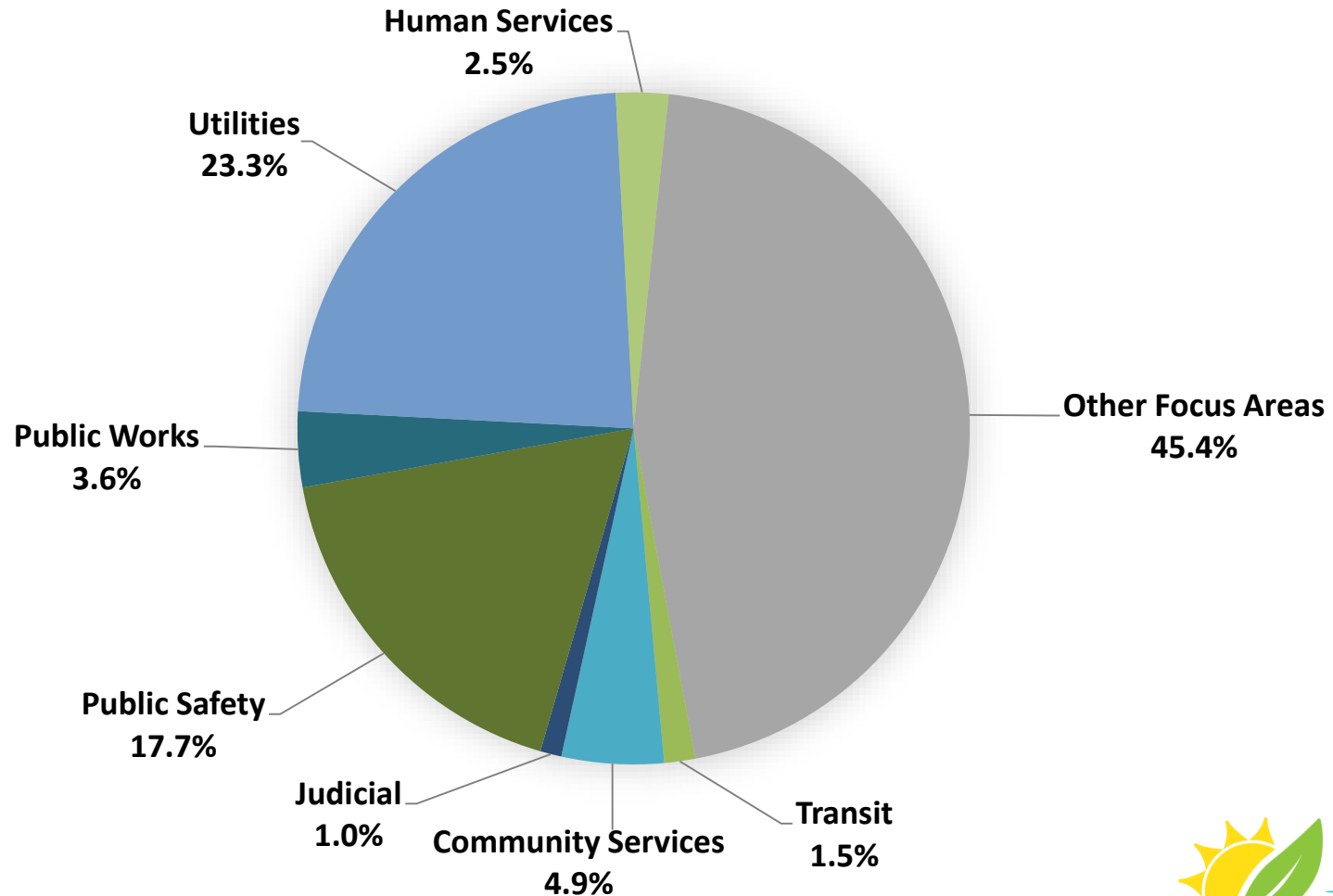
Utilities

Water

Wastewater

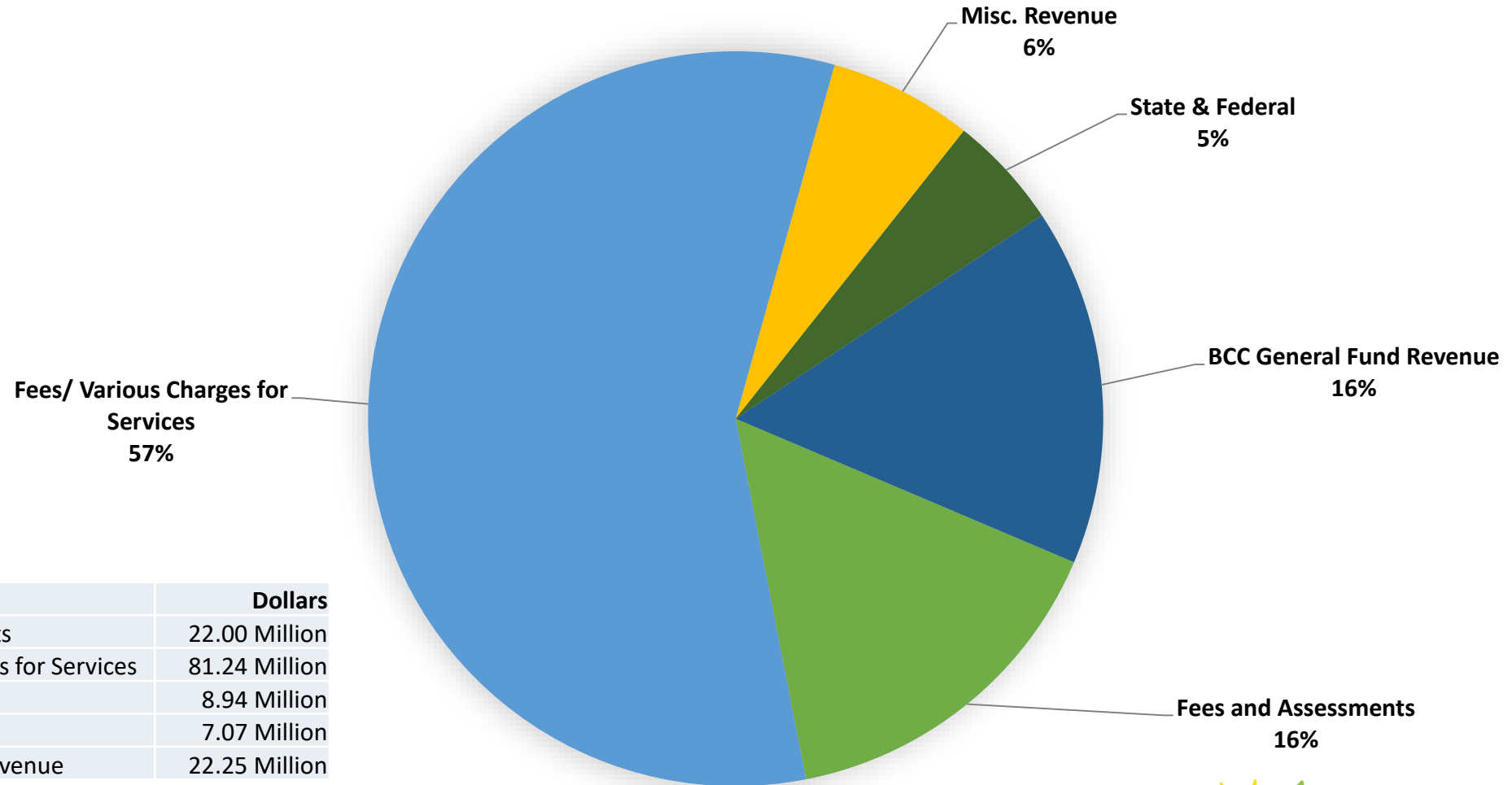
Where does the money go?

Public Services Proportional to All Expenditures



Where does the money come from?

Public Services Revenue Sources

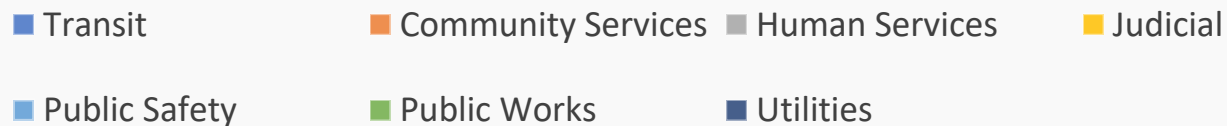


Funding Source	Dollars
Fees and Assessments	22.00 Million
Fees/ Various Charges for Services	81.24 Million
Misc. Revenue	8.94 Million
State & Federal	7.07 Million
BCC General Fund Revenue	22.25 Million



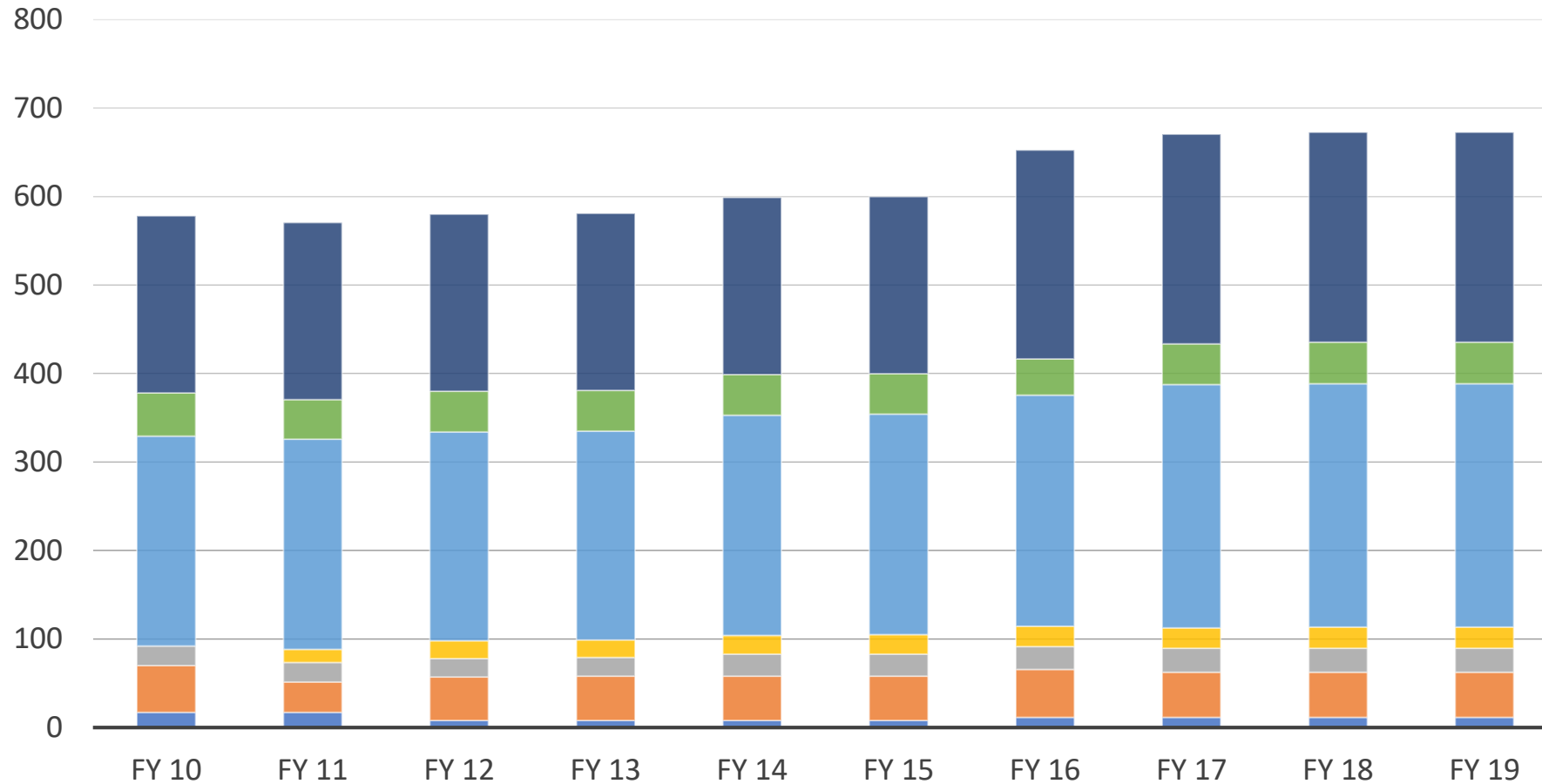
Historical Trend

Total Expenditures by Department



Historical Trend

Total FTE by Department



■ Transit

■ Community Services

■ Human Services

■ Judicial

■ Public Safety

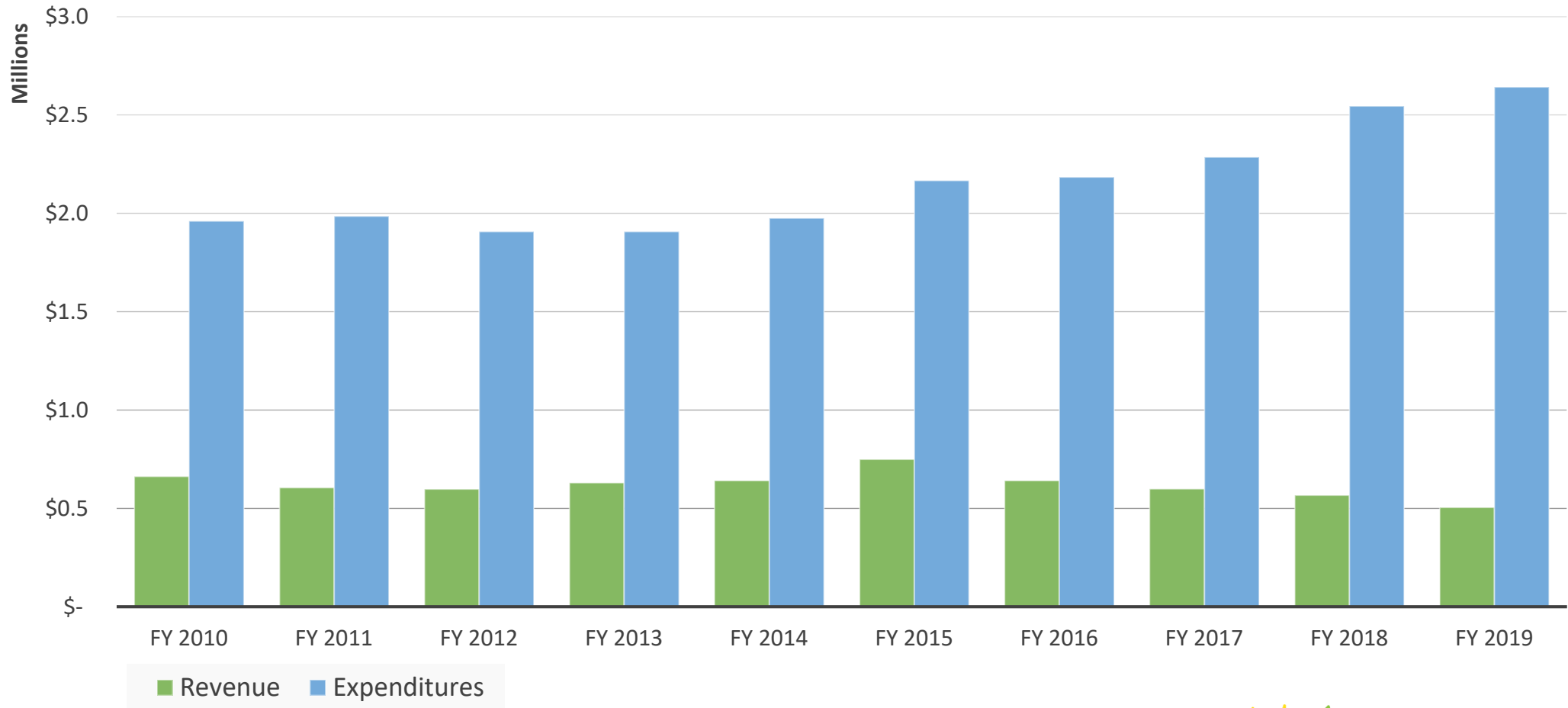
■ Public Works

■ Utilities



CHARLOTTE COUNTY
FLORIDA

Court-related Budget & Funding



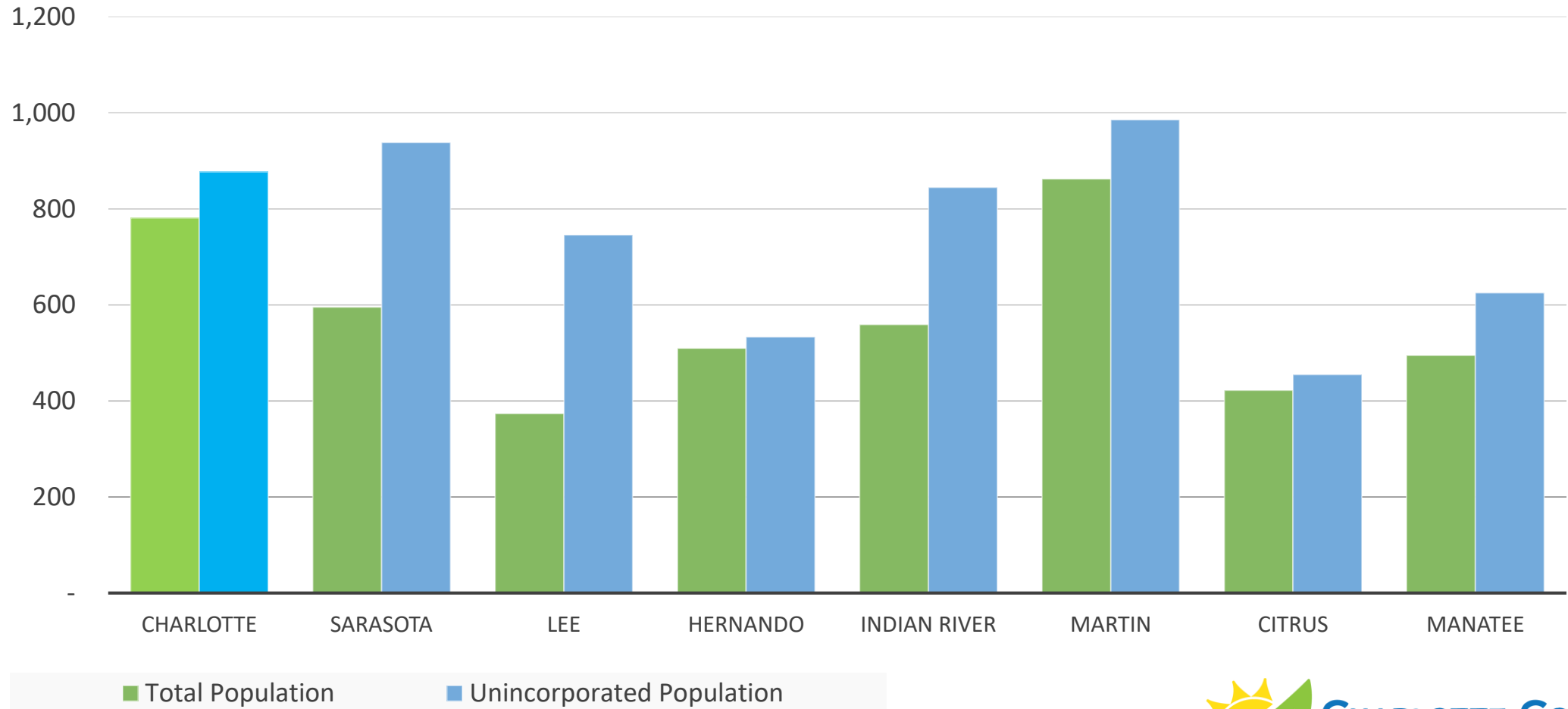
Court-Related Budget

FS 29.008 County funding of court-related functions

- Communications services
- Criminal justice information systems
- Facilities
- Utilities
- Security
- Staff and expenses to meet local requirements (24 positions)

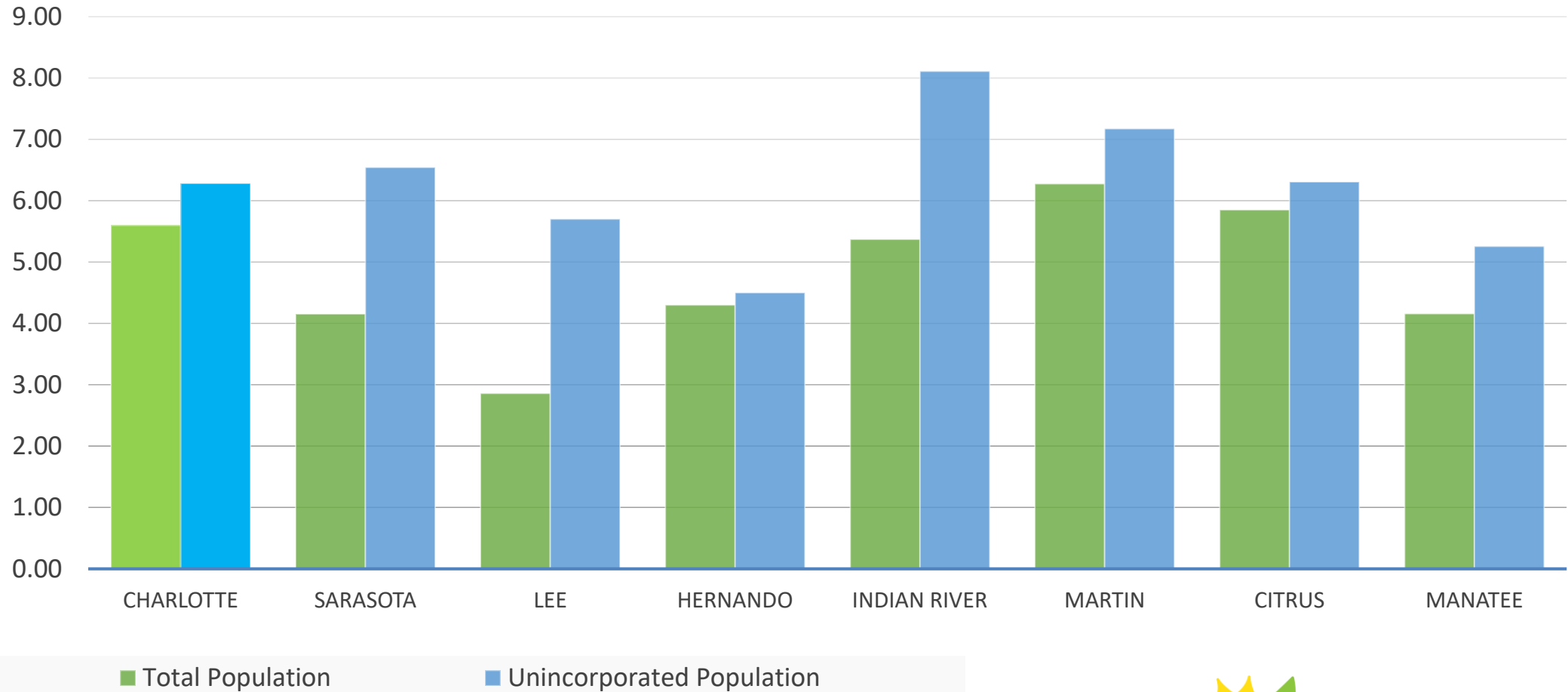
Comparable Counties

\$ Spent Per Capita on Public Safety



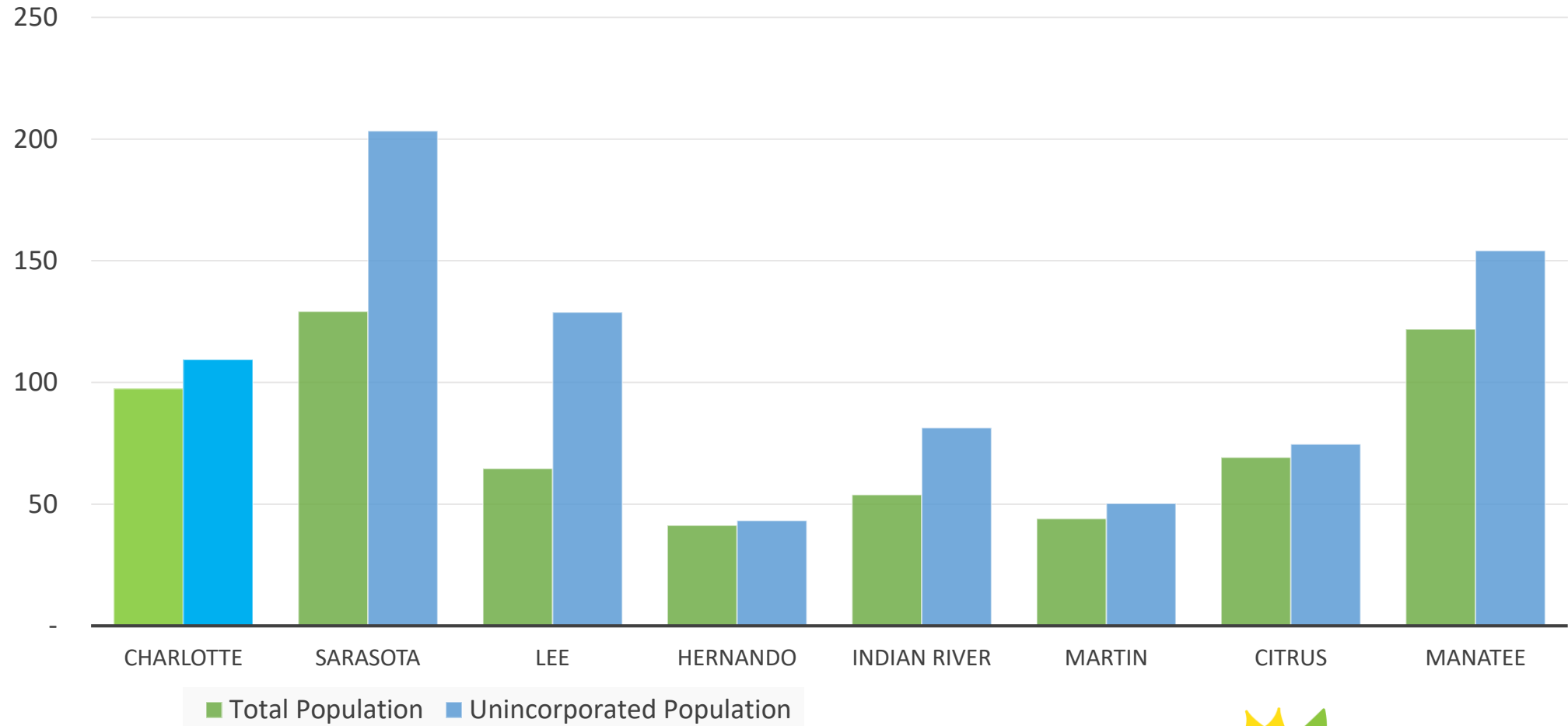
Comparable Counties

FTE Per Thousand for Public Safety



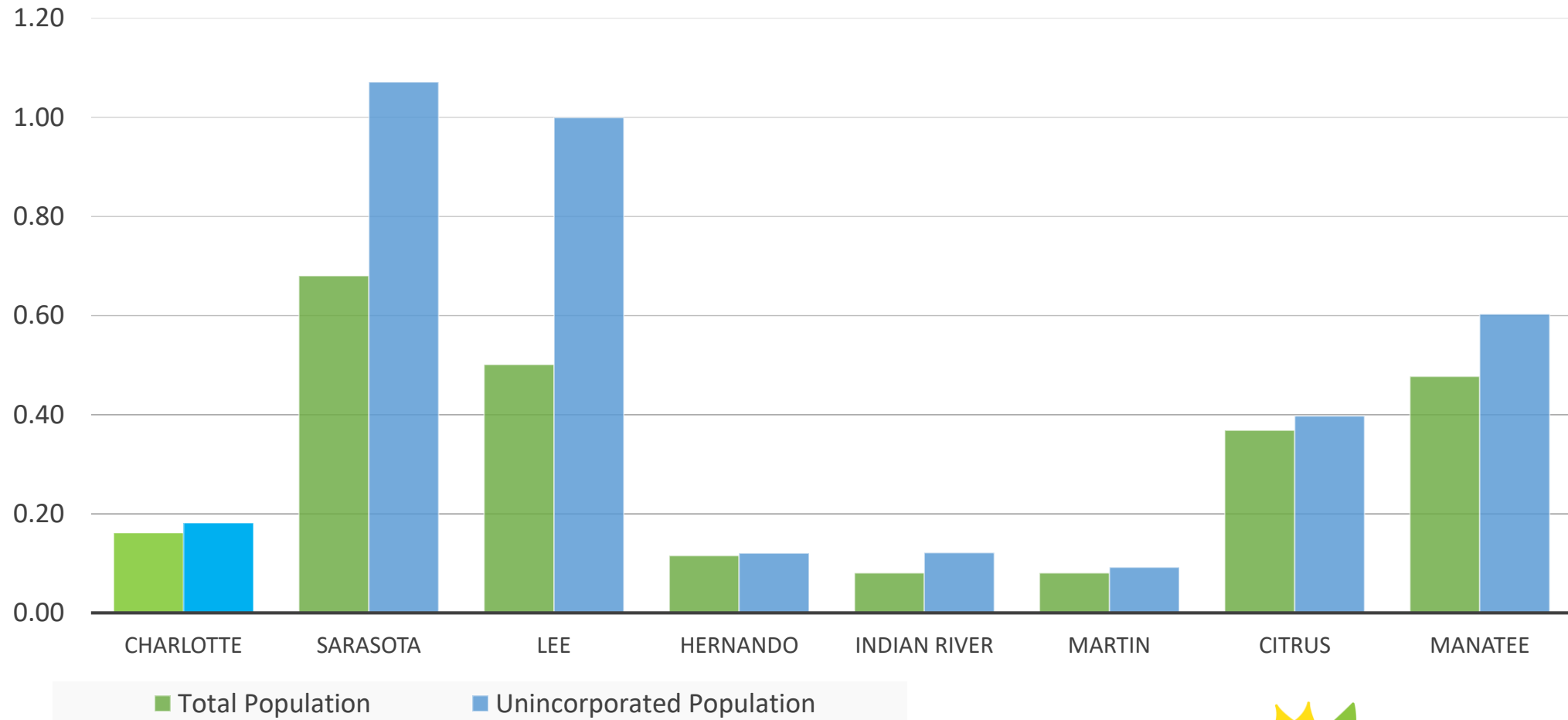
Comparable Counties

\$ Spent Per Capita on Human Services



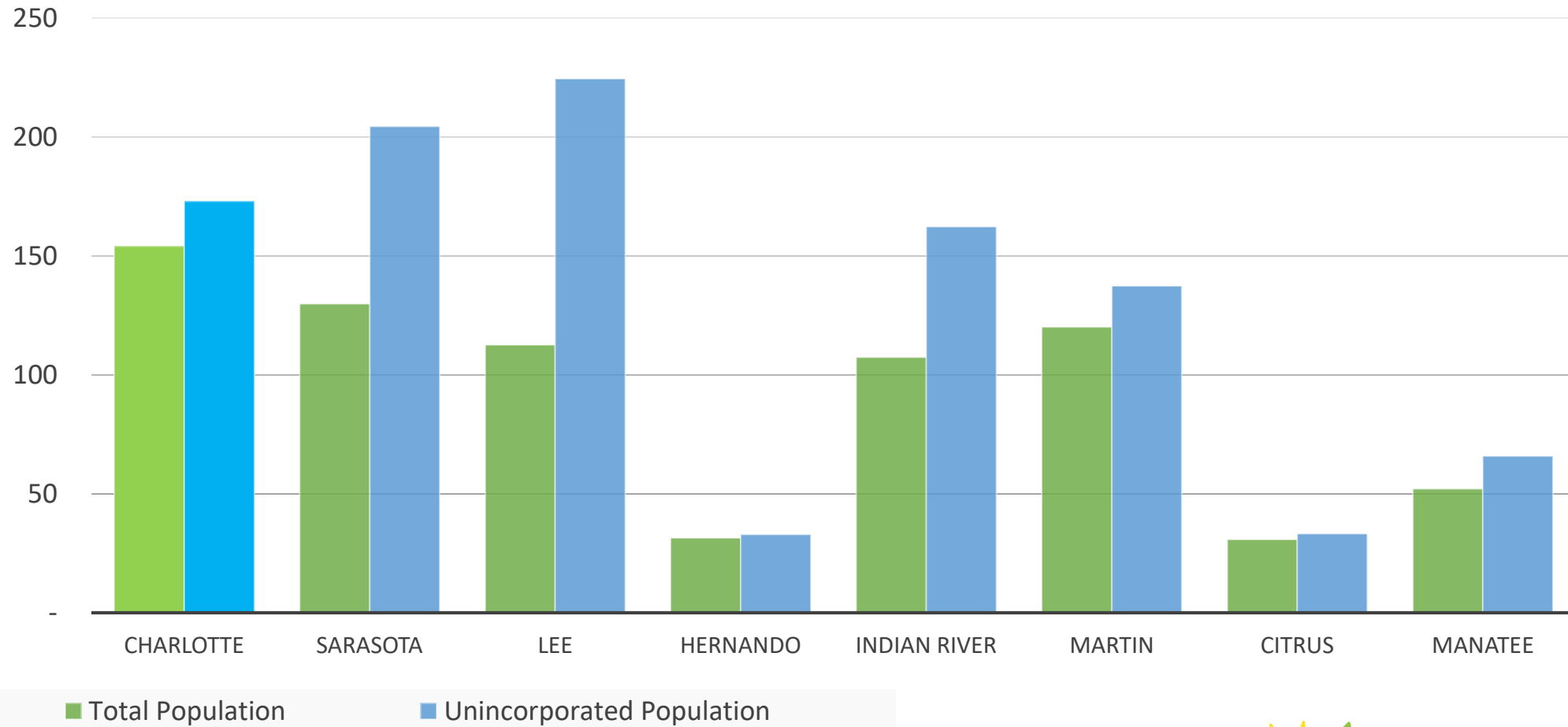
Comparable Counties

FTE Per Thousand for Human Services



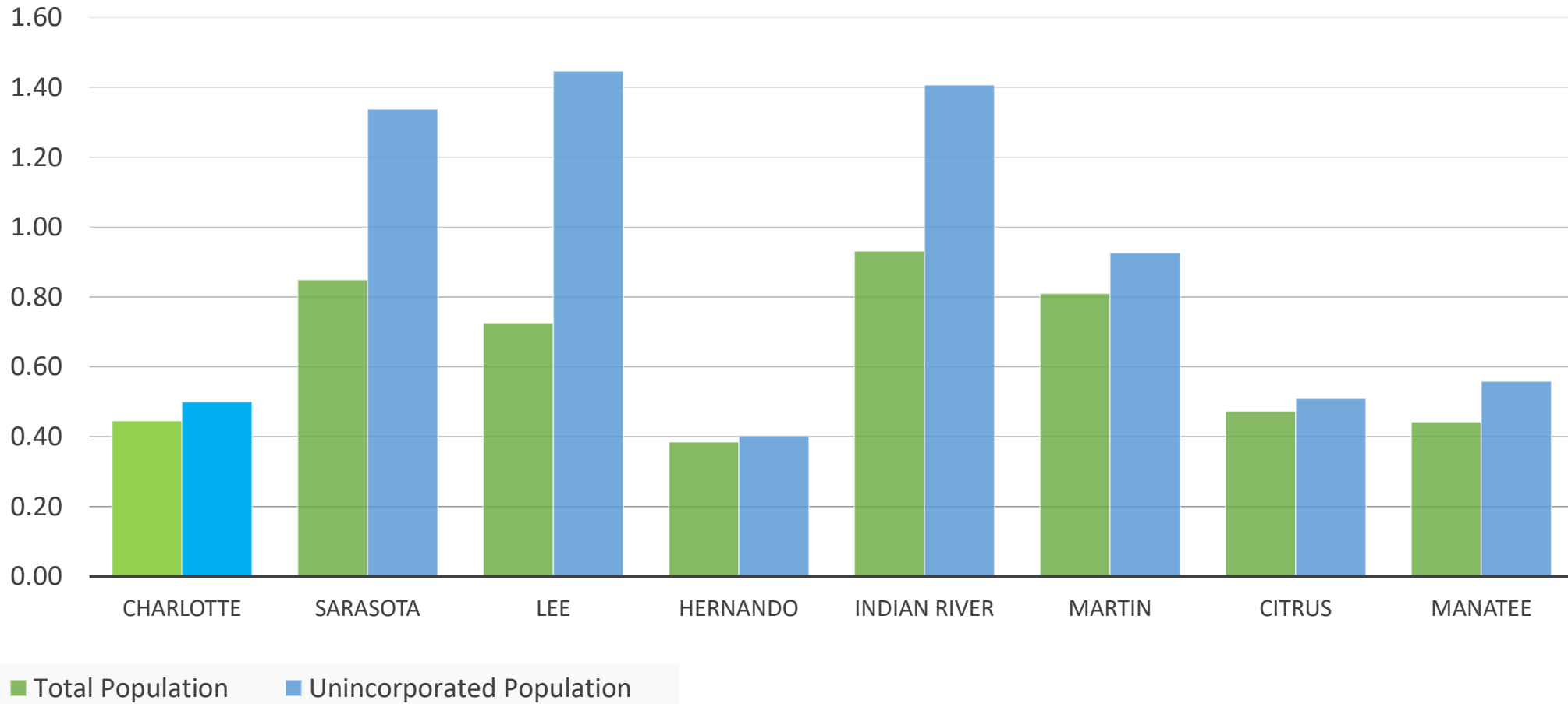
Comparable Counties

\$ Spent per Capita on Culture & Recreation



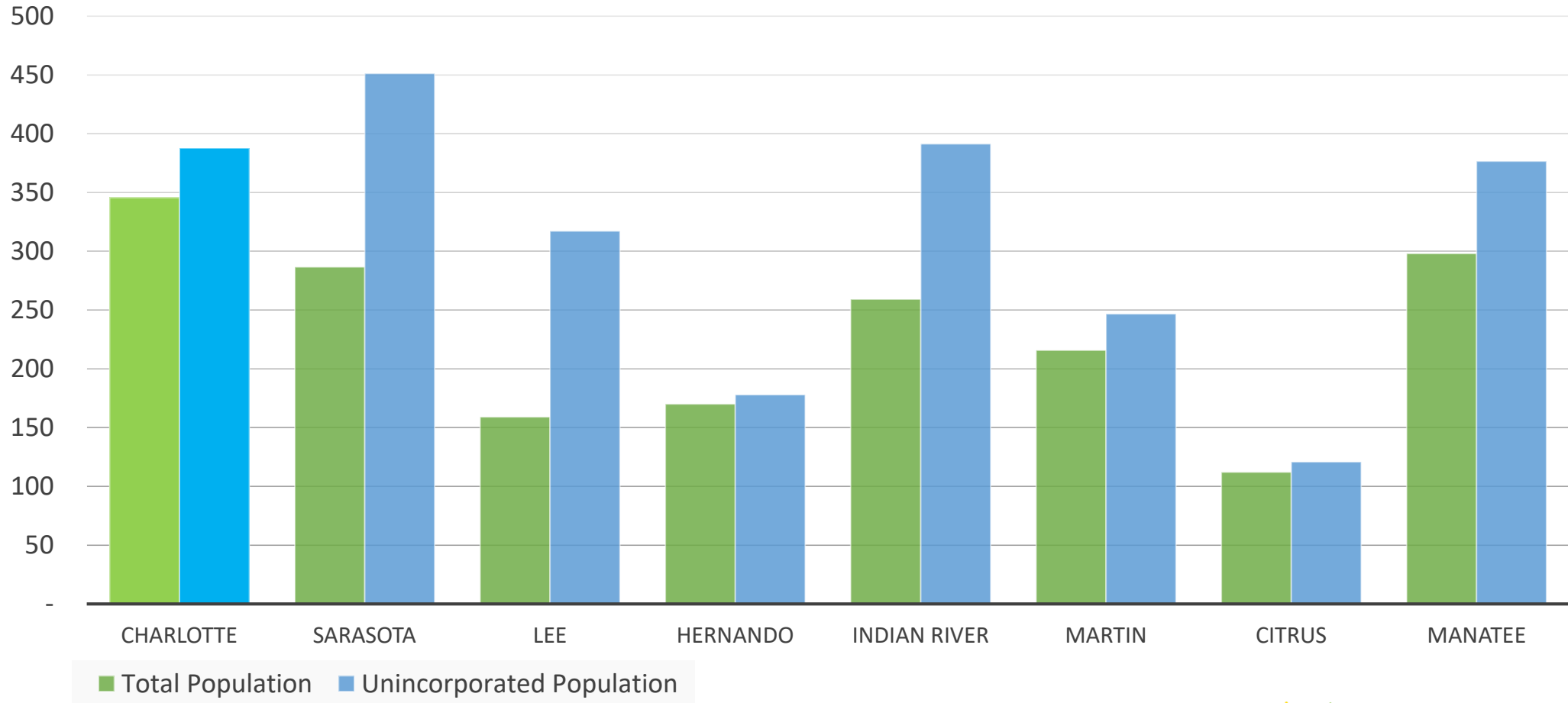
Comparable Counties

FTE per Thousand for Culture & Recreation



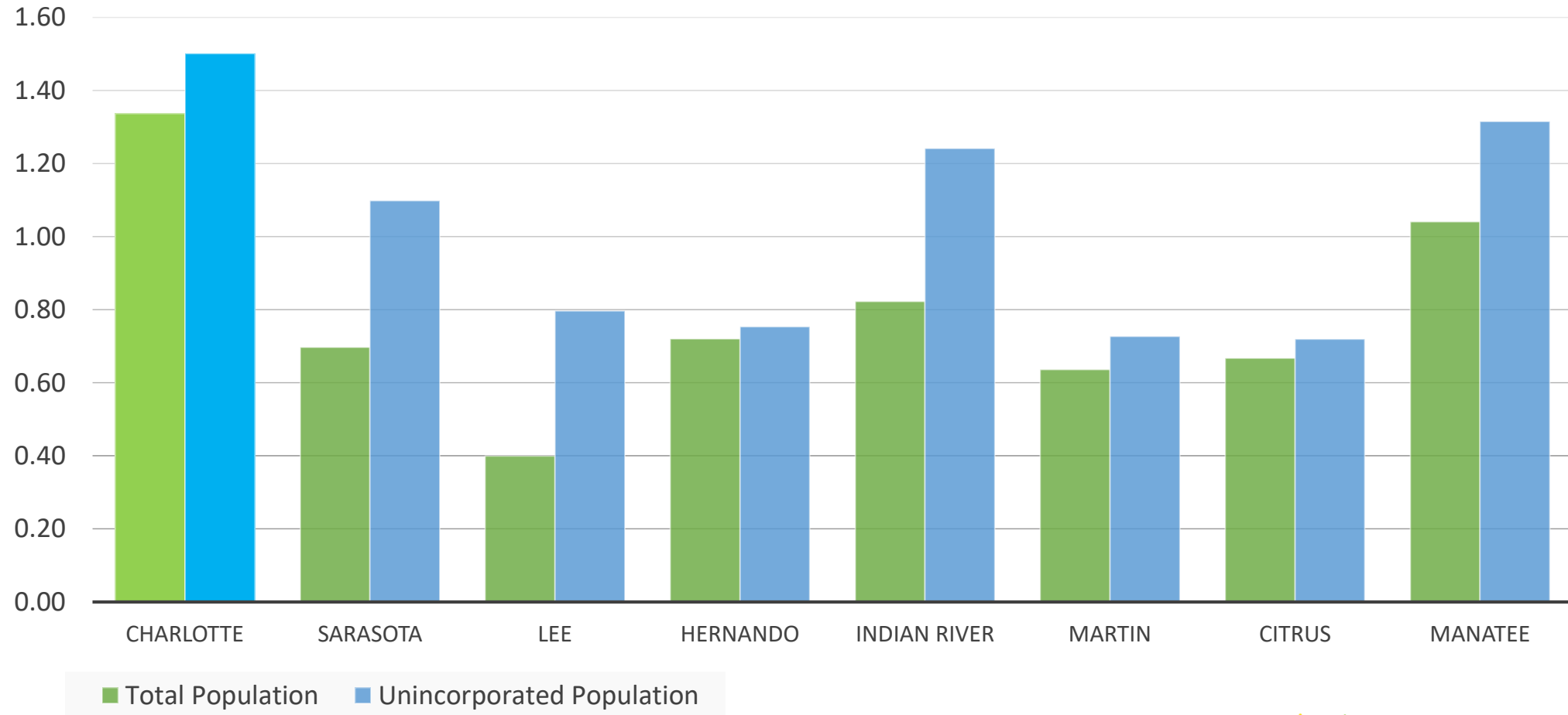
Comparable Counties

\$ Spent Per Capita on Water & Sewer



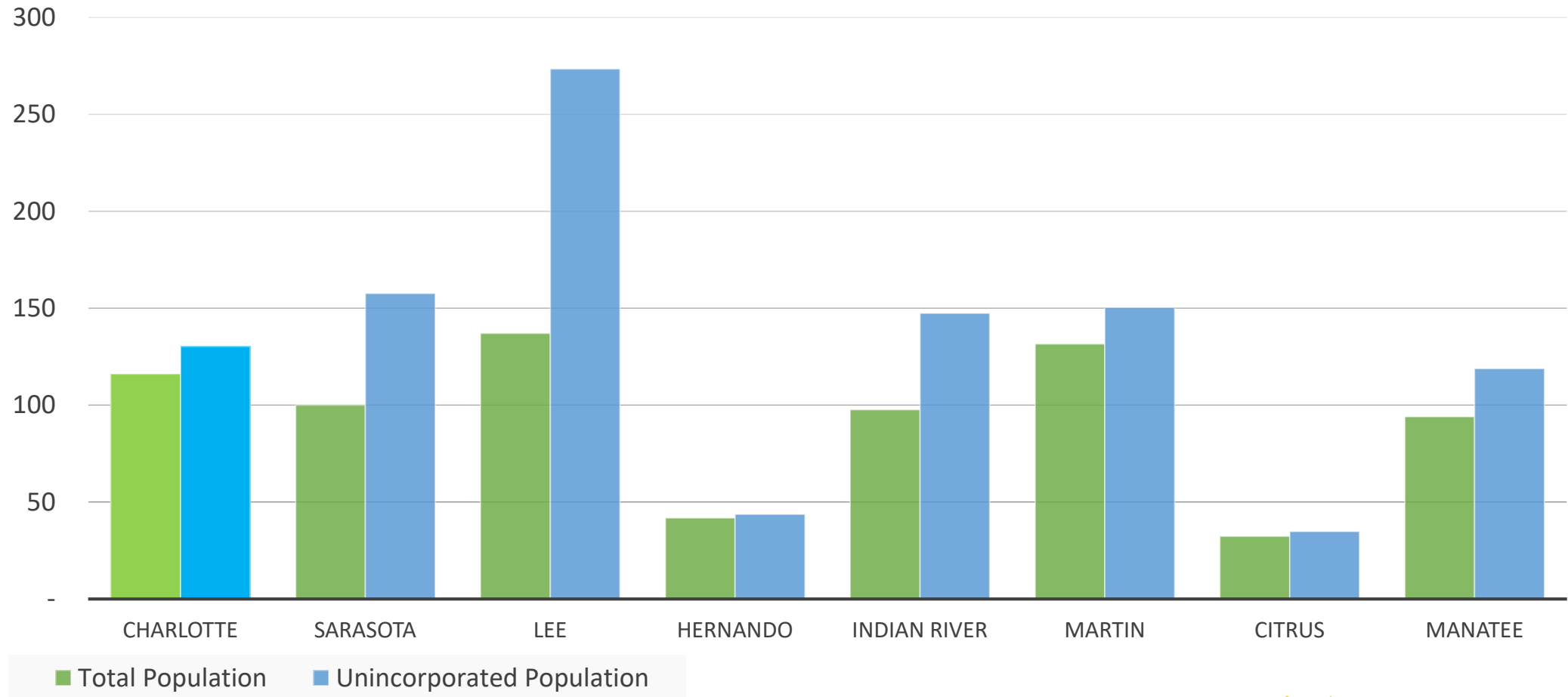
Comparable Counties

FTE Per Thousand for Water & Sewer



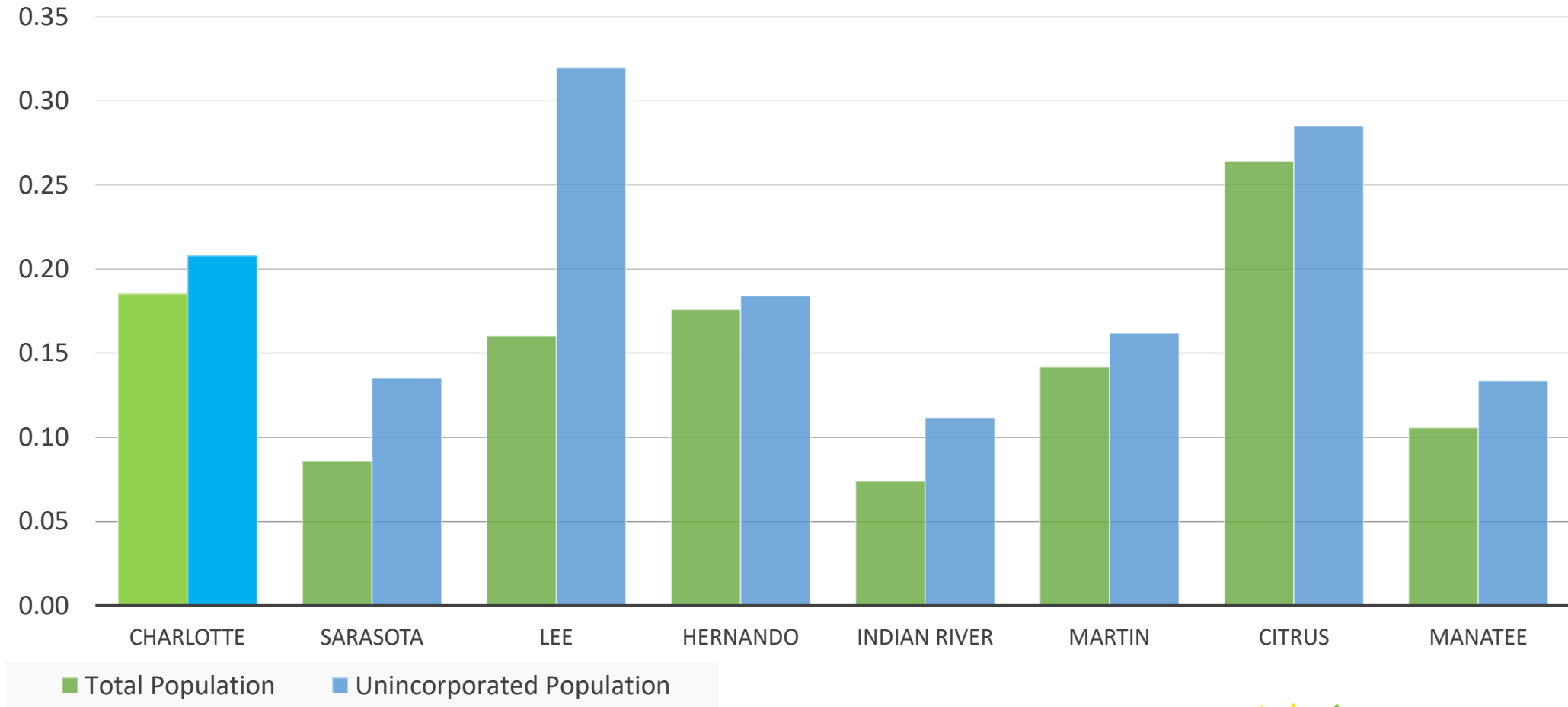
Comparable Counties

\$ Spent Per Capita on Solid Waste



Comparable Counties

FTE Per Thousand for Solid Waste



VISION

MISSION

VALUES

STRATEGIC FOCUS AREAS

Public Services

Economic & Community
Development

Infrastructure

Efficient & Effective
Government

Bold Goals



Strategic Initiatives



Results / Measures

Public Services

Bold Goals

Define levels of service (LOS) for both quality and quantity by 2020.

Public Services

Levels of Service

- Incorporate into Performance-Based Budget (PBB) information
- Focus on customer service
- Build on accreditations and certifications
- Iterative process using quarterly meetings

Public Services

Levels of Service

	Transit
Who is your primary customer?	Transportation disadvantaged citizens
What is the primary service they receive from you?	Ride from point A to point B
What is the main aspect of the service they care about?	Ride is on schedule Driver is courteous Easy to schedule

Public Services

Levels of Service

Service Delivery

- What is important to the customer?
- Event or encounter focused
- Multiple measurement and tracking mechanisms

Asset Management

- Preservation of the asset
- Balance: timeliness, quality and cost
- Asset Management System to track

Public Services

Levels of Service

Service Delivery - How do we measure “what customers care about”?

Ride is on schedule	% of pickups within 15 minutes of schedule
Driver is courteous	Rider satisfaction or complaint responses
Easy to schedule	Caller queue and handling time

Public Services

Levels of Service

Asset Management System

- Use implementation process to define LOS
- Build on process reviews conducted by LA Consulting
- More about AMS on June 4

Public Service Highlights

- Helicopter program
- Housing contingency dollars
- Not-for-profit funding
- Cemetery management
- Babcock Ranch
- Outreach efforts – Community Services
- Lessons from Irma

Aerial Program and Assets

Public Works Mosquito Control
and Charlotte County Sheriff

Background

- Mosquito Control helicopter
- Sheriff helicopters
- Aerial missions

Concerns

- Aging assets
- Creating a more standardized fleet

Recommendations

- Within two years turn over the Public Works aerial program to the sheriff
- This can be accomplished with a modification to the current memorandum of understanding

Recommendations (Continued)

- Staff recommends moving forward with Mosquito Control purchasing a used AS350B3.
 - This helicopter has a maximum lifting capacity of 6,172 pounds
- In addition to mosquito control missions this helicopter is capable of law enforcement, firefighting, rescue, and special circumstance victim extraction.
- Lee County mosquito control recently updated their fleet to this model, they purchased six new AS350B3 helicopters to conduct larvicide and adulticide missions.

Housing Contingency Dollars

Housing Contingency

\$30,000 per year

- FY 2018: Assisted 20 clients (average \$1440)
- FY 2019: Assisted 7 clients thus far (average \$650)

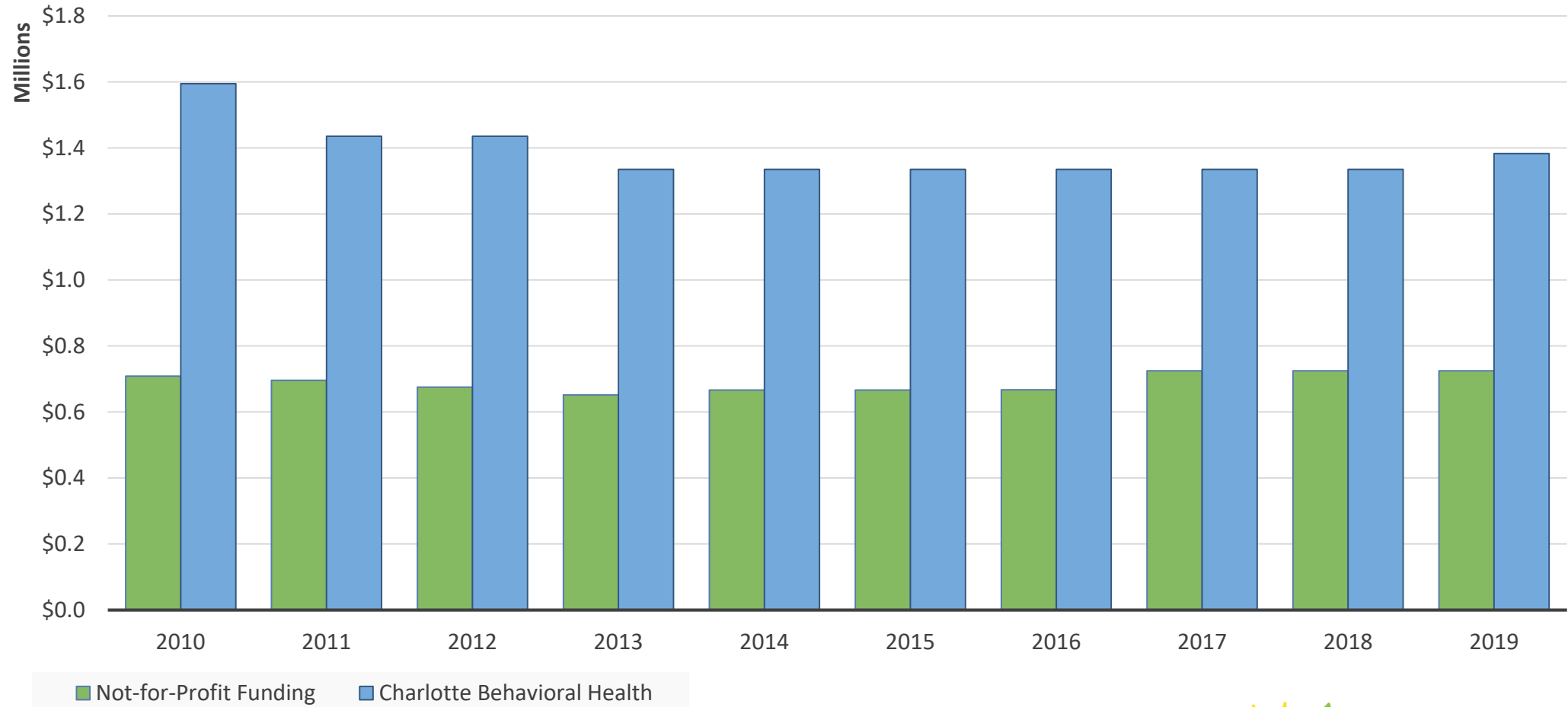
Housing Contingency

Guidelines

- Charlotte County resident
- SHIP Income eligible at or below 80% Area Median Income
- Ineligible for assistance from other funding sources based on income, program parameters, etc.
- One time, urgent assistance
- Maximum assistance of \$1,500 unless assistance is given in the form of a repayable loan (0% interest, monthly payments)

Not-for-Profit Funding

County Aid to Nonprofit Organizations

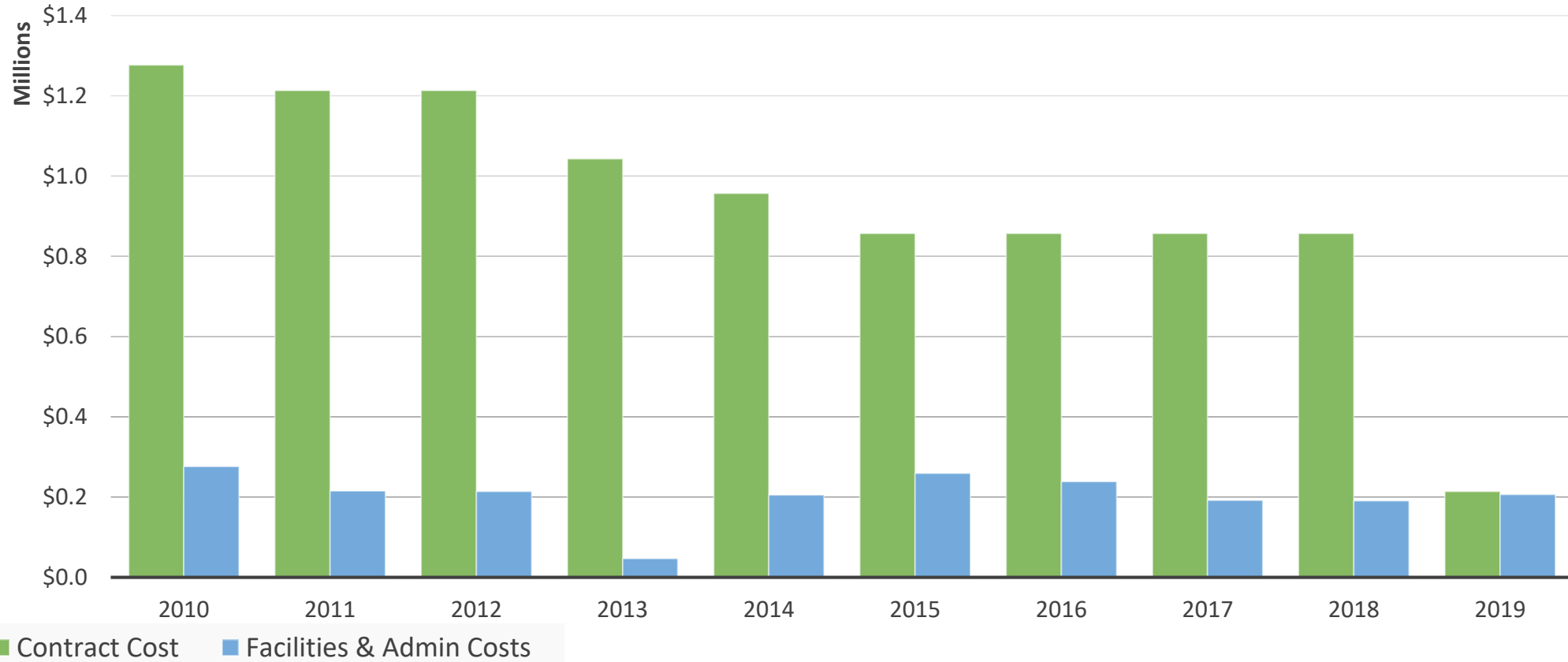


Not For Profit Funding Requests

	2018/19 Funding Level	2019/20 Request	2019/20 Recommended
United Way	650,000	650,000	650,000
Charlotte Behavioral Health	1,334,676	1,382,676	1,382,676
Non-Human Service Organizations			
Arts & Humanities Council	25,000	25,000	25,000
Charlotte Harbor Environmental Center (CHEC)	35,000	35,000	35,000
Military Heritage Museum	15,000	50,000	15,000



Public Health Budget & Funding



Cemetery Management

Indian Spring and Lt. Carl Bailey Cemeteries

Current Projects

- Hurricane Irma damage
 - Indian Spring Cemetery Bank Restoration FEMA Project
- Replat Indian Spring Cemetery
- Boundary Survey and Platting Lt. Carl Bailey Cemetery
- Mapping known graves (ongoing)

Concerns

- Current plot costs do not cover perpetual maintenance
- Lack of historical documents and records
- Placement of graves without staff oversight
- Staff time to survey and mark available spaces

Recommendations

- After completion of current projects staff recommends an RLI for long-term operation and maintenance of the cemeteries to include all administrative functions as well as physical maintenance of the grounds

Babcock Ranch

Rescue 9 (Babcock Ranch)

- In the Development Order (DO) for the 500th Certificate of Occupancy (CO)
- Estimated time frame for 500th CO = November 2019 +
- We are working with Babcock Ranch staff regarding the implementation date, we are working towards a date after the first of the year (January/February)

Rescue 9 (Babcock Ranch)

- Fiscal Impact
 - Rescue = \$321,500 (DO) Babcock Ranch
 - LP 15 = \$35,000 (DO) Babcock Ranch
 - 7 Personnel = \$662,000 - Our cost
 - Station 9 cannot house the additional personnel and therefore we have to house those two staff members and the rescue on ranch property in a temporary facility. Cost yet to be determined.

Rescue 9 - Options for Implementation

- Recommendation for Rescue 9 for Babcock DO to include all of District 9 - Utilize the staff (three personnel) and vehicle designated for Rescue 40 (40-hour Rescue) for Rescue 9
 - Rescue 40 was budgeted last fiscal year
 - This fiscal year we would begin the hiring of the personnel by July 1, with the goal of those staff being ready to serve by Jan-Feb. Six month onboarding. No additional funding for Fiscal 2019.
 - Next fiscal year the cost increase would be for the additional four personnel and temporary facility?
 - We will be requesting Board approval to begin the hiring process in July of this year. As a note we typically hire seven personnel per rescue, two per shift with three shifts and one floater to cover overtime.

Community Development

- Amending Babcock Ranch Development of Regional Impact “Schedule D”
- Establish more relevant timescales for the delivery of County-provided services
 - Sheriff, Fire/EMS, etc...

Outreach Efforts

Community Services

UF/IFAS Extension outreach

- Master Gardener Plant Clinics
 - Master Gardener volunteers offered seven clinics
 - In 2018, there were 4,958 customer contacts
- Family Nutrition Program
 - Provides nutrition education programs for children, adults, and families
 - In 2018, nearly 5,500 customers attended programs



UF/IFAS Extension outreach

- 4-H
 - Provides experiential learning during club meetings, camps, service activities, and in school programs
 - In 2018, more than 2,800 youth attended programs
- Sea Grant
 - Operates Florida Master Naturalist Program, citizen science and community training
 - In 2018 there were 3,148 citizens attending programs



Parks & Natural Resources

- Nature in Your Neighborhood
 - Nature in Your Neighborhood is a six-part lecture/field trip series that introduces participants to local plants and animals
 - Participants then visit parks to see topic areas in person, and gain an appreciation for our diverse wildlife and natural environments
 - In 2018, there were 117 citizens attending programs



Recreation

- Career Day at Port Charlotte High School
 - Interacted with approximately 500 high school juniors and seniors to promote available positions for summer camp, lifeguards and high school interns
- South Gulf Cove Homeowners Association
 - Interacted with approximately 150 patrons to provide info on all Community Services programs, events and activities

Recreation

- Charlotte Harbor Kid's Fest
 - Outreach program designed to establish a venue for public, private and non-profit providers of children's programs and services with attendance reaching more than 800 patrons



Recreation

- Mobile Programming (Summer 2019)
 - In the spirit of “Get Up, Get Out, Get Active”, we’ll be taking the show on the road and providing various programs and activities to our community neighborhoods
 - June 4 at South Gulf Cove
 - June 18 at Lake Betty
 - July 2 at Englewood East
 - July 16 at Bissett
 - July 30 at Rotonda
 - August 6 at Kiwanis

Library & History

- Outreach programming at assisted living and senior centers
 - Visits by staff for book discussions, presentations and/or programs at more than 11 facilities
- Outreach programming at schools
 - Visits by staff for programs and presentations to schools and home school groups
- Outreach programming to community and civic groups
 - Visits by staff for programs and presentations to groups
- Last year, Library & History's 120 outreach programs reached 11,081 attendees



Lessons from Irma

WebEOC

- Web-based incident management system
- Hosted solution (\$12,000 annually)
 - Scalability to support large number of users
 - Redundancy (four-way copy and point in time back-ups)
 - Increased uptime and faster access to new features



Annual Exercise

- Post Irma After Action Report and Exercise Survey takeaways: (\$14,000 annually)
 - More thorough understanding of roles and responsibilities
 - Increase interface with WebEOC
 - Improve situational awareness
 - Additional exercises to stay fresh and train new personnel
- Year 1: Full EOC; Year 2: Incorporate healthcare



Shelter Supplies

- Irma tested our shelter program, now we are improving it
- Capacity, Staffing and Equipping (\$8,000 annually)
 - Functional Needs Support Services (FEMA Guidance)
 - Services that enable individuals to maintain their independence in a general population shelter
 - Durable medical equipment & consumable medical supplies

Questions?