Administrative Code

Adopted July 22, 2008

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Section 1.00

Organizational Overview

1.01 ORGANIZATIONAL MISSION, VALUES AND GOALS

ORIGINATING DEPARTMENT: Administration	ADOPTED: July 22, 2008

PURPOSE: Mission and Vision

The mission of this organization is to be the energy in making Charlotte County a beautiful and enriching place to live. Charlotte County government is committed to the vision of exceeding expectations in the delivery of public services to the residents of this County.

ORGANIZATIONAL SUMMARY:

Values

To meet this mission, employees should recognize these fundamental values, and these values should serve as a guide to employee conduct and actions where policies are silent or in apparent conflict.

- Integrity: We are committed to serving with honesty and reliability. We adhere to ethical conduct and we are truthful, fair and open with our fellow employees and the people we serve.
- Customer Service: We are committed to providing excellent service and to achieving real results that earn the public's trust. We are responsive, compassionate and courteous in all our interactions.
- Partnership: We are committed to working cooperatively with our co-workers and others for the overall good of the community. We embrace the value and power of diversity in our community.
- Innovation: We are committed to new and different ideas and a continual learning process. Our open communication and sharing of ideas enhances the decision-making process.
- Stewardship: We are committed to being good guardians of our resources. We are accountable for our behavior and the quality of work performed individually and as teams.

County Goals

- To increase and enhance the organization's and Charlotte County's productivity and performance and to maximize service delivery within the available and fiscally responsible budget.
- To enhance and improve customer satisfaction.
- Simplify government.
- To be a community leader in quality of life issues.
- To improve Charlotte County Government's morale and employee satisfaction.
- To improve and enhance internal and external communication

SCHEDULED REVIEW DATE: As needed	AMENDED:

1.02 ORGANIZATION OF COUNTY ADMINISTRATION

ORIGINATING DEPARTMENT: Administration	ADOPTED: July 22, 2008

PURPOSE:

To comply with Section 2.3 of the Charlotte County Home Rule Charter requirement for an Administrative Code which contains a description of each department under the authority of the County Administrator, the organization and functional responsibilities of each department, and the methods whereby the public may obtain information or make submissions or requests.

ORGANIZATIONAL SUMMARY:

Board of County Commissioners

The Board of County Commissioners is the principal legislative and governing body of the County, responsible for the establishment and adoption of policy. The Board is composed of five members serving staggered terms of four years. There is one Commissioner for each of the five County Commission Districts. They are elected on a County-wide basis. Each Commissioner shall be a resident of the district they represent.

County Administrator

The County Administrator appointed by and responsible to the Board of County Commissioners, is the chief administrative officer of the County and is responsible for all administrative matters and operations under the authority of the Board of County Commissioners. The Administrator directs all County departments/divisions under the Board of County Commissioners and coordinates activities with other County elected officials and branches of government at the local, state and federal level.
There are two Assistant County Administrators in addition to the County Administrator.

County Attorney's Office

The County Attorney is the Chief Legal Counsel to the County and is appointed by the Board of County Commissioners. The County Attorney advises and represents the BOARD OF COUNTY COMMISSIONERS and provides for the delivery of legal services to the Board, the County Administrator, County departments and Board-appointed adjustment, regulatory and advisory boards and committees. The County Attorney advises the Board of any need for outside legal counsel and monitors outside counsel employed by the County. **The County Attorney's Office does not provide legal services or counsel to County residents.**

Departmental Summaries

Budget Department

The Budget Department is responsible for the preparation and review of the County budget in compliance with Sections 129 and 200, Florida Statutes, and the formulation, production and distribution of the County's official budget document. The department continually monitors, maintains, and amends the budget in accordance with adoptive procedures in the Administrative Code; as well as monitoring and providing revenue projections for the County Administrator. All matters pertaining to assessments associated with various municipal service taxing and benefit units are coordinated through this office. Through its short- and long-term financial planning, this department monitors the fiscal health of the County.

- **Municipal Service Benefit Unit/Municipal Service Taxing Unit**: A division of the Budget Office, the MSBU/TU division assembles and maintains the property records for all Municipal Service Benefit Units and Taxing Units (MSBUs & MSTUs), tracks current and historical assessment and billing information, and provides assessment data to the Tax Collector annually for tax collection under The Statutory Uniform Collection Method.

Building & Construction Services

This department enforces the requirements for all construction in unincorporated Charlotte County to meet the standards specified in all building codes. This includes plan review, building permit issuance and building construction inspections. It also provides fire prevention inspections and enforcement of both State and County licensure or licensing requirements relative to all building trades and occupational licenses. Divisions within Building Construction Services are:

- **Permitting:** The Permitting Division is responsible for the acceptance, movement, tracking, pricing and issuing of all permits. All permit applications are initiated and processed by this division. This division also maintains all the department's support, accounting, administrative and business functions.
- **Plan Review:** This division ensures that all construction meets applicable life, safety, and welfare codes prior to construction. The objective is to oversee plans and review them to ensure that proposed construction meets safety requirements of the code; and that the process is performed in a timely manner, with professional and courteous service to residents and contractors.
- **Inspection:** This division inspects buildings throughout the construction phase and has the authority to stop the construction should the work not meet all applicable codes and matches the plans that have been approved by the Plans Review Division.
- **Business and Contractor Licensing:** This division licenses and certifies individuals and businesses. They are responsible for making sure that all businesses have the correct licenses to operate. They administer the local contractor license program, issue occupational licenses and maintain the information on State contractors working in the County.
- **Building Code Enforcement:** This division monitors contractors working in the County, ensures that contractors comply with all requirements of their license, and acts as facilitators between contractors and homeowners to resolve conflicts.
- **Code Compliance:** The goal of Code Compliance is compliance with local, state and federal statutes relating to building and zoning codes as pertaining to residential and commercial zoning compliance. Every valid code complaint is investigated.

Communications & Marketing

Communications & Marketing develops the communications and marketing programs for the overall County organization. The department provides graphic design and creative writing services for brochures, reports, articles, speeches and a variety of other collateral pieces. Other major responsibilities include the management of the County website , the employee intranet, and the government TV channel. The department also organizes public events and conducts tours. Additional duties include media relations and brand management. The Director of the Communications & Marketing Department serves as the County's Public Information Officer.

Growth Management

This department is responsible for the administration and enforcement of the County's zoning regulations and other land development regulations to ensure compliance with the County's growth management plan. Growth Management also oversees the preparation and implementation of the County's comprehensive plan. Divisions include:

- **Development Review:** Develops and reviews plans together with members of the community and developers. This may result in recommendation of modifications at any time during the review process.
- **Planning and Zoning:** Works and coordinates with community groups to maintain or enhance the existing situations for the benefit of current and future residents responding to state, federal, and local statutes.

Economic Development

The Economic Development Department works proactively with county and state incentive programs, site selection and fast track permitting for existing businesses in Charlotte County, as well as working with new businesses considering a location in Charlotte County. Working on the five year Marketing Plan with Enterprise Charlotte, the Economic Development Advisory Board is appointed by the Board of County Commissioners. The primary focus is on:

- Increasing site inventory to attract diversified industry.
- Enhancing the marketing plan and marketing tools for Charlotte County.
- Other initiatives include enhancing business climate and identifying and implementing best practices.

Redevelopment: Community Redevelopment Agency (CRA)

There are two Community Redevelopment Agencies in Charlotte County: the Charlotte Harbor Community Redevelopment Agency (CRA), established in 1992, and the Murdock Village Community Redevelopment Agency established in 2003. CRAs are considered separate legal entities under Chapter 163, Part III of the Florida Statutes. As allowed by law, the Board of County Commissioners declared itself the governing body of both of these Agencies. As the ex-officio governing board to the agencies, the Chairman and Vice Chairman of the BOARD OF COUNTY COMMISSIONERS serve respectively as the Chairman and Vice Chairman of the Agency unless other appointments are made by a majority vote of the Board. Conterminous with employment by the County, the County Administrator, County Clerk, and County Attorney or any special counsel to the County shall also serve respectively as the Executive Director, Clerk, and General Counsel or Special Counsel for the CRA. The Executive Director for the Agency assigns staff support to the agencies as needed.

Environmental & Extension Services

This department is comprised of Extension Services, Municipal Solid Waste Management, Natural Resources, and Pest Management and is dedicated to protecting the health, safety and welfare of Charlotte County residents and improving the environment.

- **Municipal Solid Waste Management Division:** Includes solid waste, hazardous waste collection and disposal, and the operation of the County's sanitary landfill, mini transfer and recycling facilities, in compliance with state and federal regulations.
- **Natural Resources Division:** Develops a comprehensive and strategic management plan for environmental properties the County owns, manages the

Conservation Charlotte Environmental Sensitive Land Acquisition Program, and assists with County-wide environmental permitting issues, strategies, policies and procedures with principal departments and agencies.

- **Pest Management:** This division includes Aquatic Weed Control and Mosquito Control programs. This includes management of excessive growth of invasive and exotic aquatic weeds in Charlotte County's stormwater, management of mosquito control programs and services including surveillance monitoring of mosquito populations and disease vectoring mosquitoes. The department controls mosquito populations with larvicide and adulticide ground and aerial applications within accepted regulatory guidelines.
- **Extension Services:** Charlotte County Extension Service is a partnership between the University of Florida's Institute of Food and Agricultural Sciences (UF/IFAS), the United States Department of Agriculture (USDA) and Charlotte County government, to provide scientific knowledge and expertise to the public, including Horticultural, 4-H, Family and Consumer Sciences and Sea Grant programs.

Facilities Construction and Management

This department includes the Project Management Division, the Maintenance Division, Security, and the Central Telephone Switchboard. The Facilities Department must review all requests for new leased space.

- **Project Management Division:** This division provides technical and administrative control and accountability for all county capital construction projects (other than roads and bridges), in addition to establishing proper project management control of all capital projects undertaken by the Board of County Commissioners. Additional responsibilities include ensuring adherence to quality standards at equitable prices and providing accurate planning for future facility needs.
- **Maintenance Division:** This division is responsible for the maintenance and upkeep of County-operated buildings, as well as the oversight of contractual services for the care and maintenance of County buildings and leased facilities.
- **Security:** This division provides security to the Administration Complex and Justice Center and East Port Environmental Campus.

Human Resources

This department is comprised of three divisions: Employee & Labor Relations, Risk Management, and Learning & Organizational Development and represents the Board of County Commissioners in collective bargaining.

- **Employee & Labor Relations:** The Employee & Labor Relations Division of the Human Resources Department ensures compliance with applicable state and federal laws and statutes, recommends policy, establishes procedure, provides technical and professional advice to County Departments and the County's workforce, and interacts with persons seeking employment with the County. Employee Relations formulates strategies for maintaining a productive workforce through formal communication, the equitable administration of discipline and prevention or resolution of employee dissatisfaction.
- **Risk Management:** This office is responsible for the development, administration and analysis of a comprehensive risk management program to protect and insure the assets of the County, and for ensuring that all claims made for or against the County are processed in a timely manner in accordance with applicable regulations or statutes. This office develops and conducts various employee safety programs,

as well as overseeing various employee benefits such as health, dental, life, optical insurance and workers' compensation. The office is also responsible for the administration of retiree health insurance and Consolidated Omnibus Budget Reconciliation Act (COBRA) benefits.

- **Learning & Organizational Development:** This division arranges educational courses, internally and externally taught, for County staff to further develop skills. They also maintain a lending library of resources, including books, videos, CDs, and DVDs.

Human Services

The mission of Charlotte County's Human Services Department is to identify community needs and services, seek and utilize available resources to satisfy unmet needs, build community partnerships, provide, coordinate and evaluate programs and services, provide information, education and outreach to the public, and advocate on behalf of those individuals who are most in need and vulnerable.

- **Family Services Center:** This center is dedicated to supporting families and youth services through sponsored activities and partnerships with area non-profits. Services provided at the center include after-school care, parenting classes, intergenerational programs and counseling services.
- **Housing:** The Housing Division is responsible for developing, implementing and evaluating the State Housing Initiatives Partnership (SHIP) Program. These program include down payment assistance, first time homeowner construction, new rental construction, homeowner rehabilitation assistance, foreclosure, and community land trust programs. This division is responsible for encouraging public/private partnerships in promoting and providing transitional, permanent, safe and affordable housing programs to very low, low, and moderate income households.
- **Senior Services:** The Senior Services Division manages home and community services to frail or socially isolated seniors each year through state and federal grants. Case Managers assess the needs of seniors and coordinate services such as personal care, respite care, homemaker services, transportation, group and home delivered meals, with family members as well as state and local agencies.
- **Social Services:** This Division provides temporary services to low income persons who may need assistance with financial counseling, hospital and medical bills, food, utility bills, or mortgage/rental assistance. Assistance is provided to eligible families to resolve immediate crises and to move toward becoming self sufficient. This division promotes partnerships and coordinates service delivery between public, private, and faith-based agencies.
- **Transit:** The Transit Division provides agency sponsored rides and non-sponsored rides to transportation disadvantaged individuals. The Dial-A-Ride Program is a bus service available to the general public for a small fee.
- **Veterans Services**: This Division provides information and assistance to veterans and their survivors through outreach and one-on-one counseling regarding benefits. Veterans Services assists with the filing of claims on behalf of veterans and their families each year.
- **2-1-1:** The 2-1-1 Division operates the 24 hours, 7 days a week telephone assistance call center for Health and Human Services in Charlotte County. Information on available services in the community and assistance in obtaining services are provided to all age groups in Charlotte County. The call center assists

the Emergency Management Operations Center with providing information to the public.

Information Technology (IT)

This department provides the Board of County Commissioners and County staff with competent, state-of-the-art computer networking and all related peripherals to ensure that standardization is maintained and upgraded as necessary to meet the changing IT field. The department is comprised of two divisions.

- **Operations:** This division is composed of Desktop Support and Network Services Group. They provide the desktop, network, infrastructure and telecommunications support to complete the tasks by staff for the citizens of Charlotte County. Applications Services manages, develops, and maintains a variety of software applications used by different departments throughout the county.
- **Information Services:** This division is composed of Geographic Information Services (GIS), which provides Charlotte County Government with a concise, accurate base map including related information on parcel boundaries, parcel ID, legal description, physical address, soil types, flood zones, land use (current and future), habitat information, zoning, assessed value, MSBU status, ownership, lists of potential hazardous materials, and special considerations or uses.

Parks, Recreation & Cultural Resources

- **Department Administration**: The Parks, Recreation & Cultural Resources Department's Administrative Division provides services to the general public, department employees and other county departments. Department Administration ensures that the Department has the critical resources and support they need to provide the best possible services to internal and external customers. Primary resource management services include: budget/financial services, human resource management, marketing and outreach, solicitation of sponsorships and donations, grant writing/administration, developing community and not-for-profit partnerships, printing/graphic services and other business services that are managed by a centralized source.
- **Historical Division:** The Historical Division, located at the Charlotte County Historical Center, offers a variety of programs and services geared toward educating residents and visitors about the rich history of the Charlotte County area. The Historical Division provides historical education programs, works toward the preservation and protection of the County's historical resources, administers the Historical Marker program and exhibits at the Historical Center.
- **Library Division:** The Library Division provides access for residents and visitors to information through instructional classes, introduces and develops skills in the use of information technology and fosters research and information seeking skills. The Library Division promotes literacy, provides leisure materials in print and audio/visual formats and program topics of current regional, national and international interest. The Library Division also manages meeting rooms for the general public.
- **Park Division:** County parks and open spaces are a fundamental part of our community identity and sense of community pride. The county's parks are a source of community involvement, provide for social interaction and peaceful vistas. The Park Division is comprised of three sections: Ball field Maintenance, Park Maintenance and Environmental Land Management. The Park Division schedules seasonal and annual programs for many interests and ages, while also maintaining our parks and open spaces and offering environmental programs.

- **Recreation Division:** Recreational activities are numerous in Charlotte County. Recreational facilities. At these facilities, a vast array of programming for all ages is offered with special event programs.
- **Support Services:** The addition of new and the upkeep of existing park facilitated is an ongoing process. The Support Services Division provides internal department support for all the Department's long range planning, Park Master Planning, permitting, design and construction for park improvements within the Department's operating and Capital Improvement budgets. Internal work programs focus on keeping park facilities safe and in good repair for public use.

Public Safety

This department is responsible for fire, ground safety of personnel, animal control and emergency management. An accountability system is in place, as well as a Hazardous Materials (HAZMAT) team.

- **Animal Control:** This department enforces all ordinances pertaining to animal control. Duties include impounding stray dogs, cats and livestock, trapping and impounding wildlife that becomes a nuisance, and assisting law enforcement officers in regard to animal nuisance and cruelty problems. Animal Control also provides traps for citizens to capture nuisance animals and co-ordinates with the Charlotte County Health department in providing services associated with rabies control.
- **Emergency Management:** This department provides for the coordination, development and implementation of basic emergency operation plans related to training, communications, weather and public information services. Emergency management services include disaster response mitigation, preparedness response and recovery. This department, in conjunction with Fire/Emergency Medical Services (Fire/EMS), safeguards the life and property of Charlotte County residents by developing a comprehensive emergency plan in case of a disaster.
- **Fire/Emergency Medical Services:** This department strives to protect the public health and safety of Charlotte County citizens by providing fire protection, fire suppression and the County-wide Advanced Life Support (ALS) emergency ambulance service. Fire/Emergency Medical Services performs fire safety building inspections, vehicle accident extrications, hazardous material incident response, public education, in-house training for department emergency staff and response to all emergency conditions relative to public safety.

Public Works

The Public Works department maintains roadways, bridges, waterways and drainage infrastructure within unincorporated Charlotte County. The department also maintains vehicles and construction equipment in the County equipment pool through its Fleet Management division. This department provides for appropriate growth and development for Charlotte County through proper placement and maintenance of roadway and drainage structures.

- **County Cemeteries:** Charlotte Count is responsible for the grounds at Indian Spring Cemetery in Punta Gorda and Lt. Carl Bailey Cemetery in Cleveland Heights, and Hickory Bluff Cemetery in Charlotte Harbor. Public Works' Maintenance and Operations Division is responsible for grounds-keeping at the cemeteries, and Administrative Services is responsible for the cemetery lot sales and record-keeping.

- **Engineering:** This division manages design and construction of Charlotte County's roadways and sidewalks, surveying and mapping, acquisition of real property, pavement resurfacing and surface treatments, traffic signals and lighting, speed limits and other traffic safety issues. This division is also responsible for the planning and development of transportation improvements and optimum operation of the County's roadway systems. Stormwater Management is another function of this division: handling and planning support for the implementation of the County's stormwater management programs, as well as dredging and coastal programs. The division manages Charlotte County's Beach Erosion Control Project.
- **Finance (MSBU/MSTUs):** Responsible for budget preparation and financial monitoring of the Department's MSBU/MSTU work programs.
- **Maintenance and Operations:** This division maintains the integrity and appearance of public roadways and rights-of-way. Crews work throughout the County to repair asphalted roadways, grade non-paved roadways, trim trees and brush along vacant lots, mow non-residential rights-of-way, remove roadway obstructions, sweep streets, investigate sinkholes, repair sidewalk damage, oversee boat lock operations, and maintain and repair swales/culverts/drainage systems.
- **Metropolitan Planning Organization (MPO):** This collective group promotes coordination of local, state and federal transportation planning and programs. It ensures eligibility for federal transportation funding. The MPO was created by the Governor in 1992 as required by State and Federal law. Its member organizations include Charlotte County, the City of Punta Gorda and the Charlotte County Airport Authority. The MPO Board, the decision-making body, consisting of elected officials from the member governments, guides and approves MPO plans, priorities, grants and programs.

Purchasing

The Purchasing department is responsible for the centralized requisitioning and purchasing of all goods and services used by the departments under the jurisdiction of the County Administrator, in accordance with the Charlotte County Purchasing Code and other guidelines established in State Statutes and by the Board of County Commissioners. The department is responsible for the administration stated in the current provision of Chapter 274, Florida Statutes.

Real Estate Services

The Real Estate Services department provides specialized Real Property services to County departments and divisions. The department provides core services in real estate acquisition, real estate disposition review, County Land Inventory Control, tax deed sales for County-held certificates, and the release and occupation of Public Easements dedicated to the County. The department is also responsible for obtaining leased space for County departments and divisions and for the constitutional offices.

Tourist Development Bureau

The Tourist Development Bureau's mission is to broaden the local tourism industry and to increase awareness about Charlotte Harbor and the Gulf Islands as a vacation destination. It coordinates a County-wide program of tourism and development for the area's travel and tourism industry and implements its national and international marketing advertising and public relations programs as approved by the Board of County Commissioners.

Utilities

Charlotte County Utilities (CCU) provides water, sewer and reclaimed water to residents in

the unincorporated areas of Charlotte County to protect the health, safety and welfare of its residents and improve the environment. The department's policies and rates are established by the Board of County Commissioners. As a governmental enterprise, the utility is funded solely from the revenues generated for service.

- **Administration:** Administration includes the Director, Assistant Director and support staff. This division manages the Utility as a whole and supervises all other Utilities divisions.
- **Business Services:** This division includes Billing & Collections, Customer Service, and Meter Services. It facilitates emergency dispatch activities, coordinates responses by field technicians and crews, and monitors call priority for Customer Support Staff.
- **Engineering Services:** This division provides engineering and inspection services to residential and commercial utility customers.
- **Community Relations:** This division is responsible for internal and external communications with CCU employees, County departments, the media, and the community at large.
- **Operations:** Is responsible for the operation and maintenance of all County owned and operated water, wastewater and reclaimed water facilities, including plants, booster stations, lift stations, fire hydrants, valves and the entire distribution and collection system.
- **Resources:** CCU purchases its water from the Peace River/Manasota Regional Water Supply Authority of which the County is a voting member. The Peace River/Manasota Regional Water Treatment Facility is located on Kings Highway in DeSoto County. The plant is staffed 24 hours per day, 365 days a year by State licensed operators. CCU owns and operates a reverse osmosis water treatment plant on Burnt Store Road, near the Charlotte/Lee County line, as well as four water reclamation facilities (wastewater treatment plants) in the County.
- **Finance** division manages operational and departmental budgets, inventory, Capital Improvement Projects and payroll for the Utility as a whole.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

1.03 CUSTOMER SERVICE POLICY

ORIGINATING DEPARTMENT:	ADOPTED:
Administration	July 22, 2008

PURPOSE:

To improve productivity and performance, and to foster effective relationships with the public, County employees, and the business community.

POLICY:

Charlotte County is a value-driven organization dedicated to providing service with honesty and integrity. Our customer service is to be responsive, respectful, and courteous, leading to positive change in the image of government. Customer service includes all interactions that occur with internal or external customers, to achieve results and earn the public's trust. Customers are defined as anyone who interacts with us and/or receives a service.

PROCEDURE:

Customer Service General Standards

Each department will:

- Initiate a customer satisfaction survey which will provide measurable results
- Survey customers at least once per year and report results as required
- Conduct follow-up interviews with customers to take collected data to more specific levels.

All County employees will:

- Listen to our customers' needs, concerns, and expectations
- Respond to all inquiries in a respectful, helpful, and timely manner. If unable to provide response, inform the customer and discuss possible alternative solutions.
- Maintain a professional attitude and appearance, keeping workspace neat and orderly
- Support teamwork, cooperation, and collaboration within the organization and the community for the overall good

General Summary

- The Human Resources department will include a customer service component in the orientation program for new employees. This portion of the orientation will provide new employees with an overview of the County's customer service program, explain why this is important to the County, inform new employees of training opportunities that are made available to employees and ensure that all new employees leave the New Employee Orientation session with an understanding that good customer service is an essential part of their job.
- Department Directors will include specific information about how the County's customer-oriented policies find practical application in the job of that particular employee. Customer service issues will be discussed on a regular basis with all employees either individually or in groups depending on which method(s) best meets the needs of the department. This is done with the intention of providing for the sustained communication of customer-service values and the maintenance of a strong customer-service-oriented departmental culture.

- Supervisors will discuss with each employee the quality of customer service provided by that employee at the time of that employee's performance evaluation. The County Administrator will discuss customer service programming with Directors at the time of each Director's performance evaluation.
- Employees should be encouraged to work with their supervisors and department directors to identify improvements to policies, work processes, accessibility of information, communication techniques, training and other systems used to support the services being provided so that these systems can more effectively support a strong customer-service environment.
- The Human Resources department will offer customer service training programs through formal training sessions provided by vendors and through the training of staff to provide training to other County employees. Employees may self-select for training or per recommendation by their supervisor, manager, or director.
- The Human Resources department will assist departments in researching customer service program options, implementing programs appropriate to the service the department provides and evaluating program effectiveness.
- Each department will develop customer feedback mechanisms to ensure that the department is getting direct information from its customers about how the services of the department are being perceived by customers. The Human Resources department will provide assistance as needed to departments in developing these kinds of ongoing customer satisfaction monitoring systems. This information will be shared with the Board of County Commissioners at least annually in the Goals & Objectives on the Intranet.
- Department directors will provide support and encouragement to employees who demonstrate positive, consistent and responsible customer service attitudes and behaviors.

Telephone Standards

- The main telephone number for each department is to be answered in a timely fashion
- Telephone calls will be returned within one business day; media calls to be returned within one hour, when possible
- Individual voice-mail boxes will offer an option for the caller to speak to a person at all times
- Menu selections will have the option for the caller to speak to a person
- When out of the office for a half a day or more, an alternate message will be left on voice-mail stating date of return and providing an alternate contact

Written Communications

Written communications include, but are not limited to: email, letters, and memos.

- Write all communications in a professional manner, using stationery and formatting defined in the approved Charlotte County Style Guide
- Emails will be checked frequently and answered within the same day, when possible
- Email auto reply will be set up when out of the office for one day or more, stating return date and providing an alternate contact, when possible.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

Section 2.00

Communications
&
Marketing

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2.01 MEDIA RELATIONS

ORIGINATING DEPARTMENT: Communications & Marketing	ADOPTED: July 22, 2008

PURPOSE:

To ensure prompt and accurate release of information to the media for an informed citizenry.

POLICY:

Public knowledge of the county and its actions is vital to public perception and ultimately, success. Citizens need to know who we are and what we do. The media can often assist in this process. Many citizens will not know of County services if they do not hear about them through the media. It is the policy of this organization to make information available to the news media as quickly and openly as possible.

PROCEDURE:

Our Organization is the People Who Work Here

- Government is not a building or board. County staff is made up of people who are a vital part of this community. The citizens we serve are our friends and neighbors.
- The county is constantly judged by the public's perception of the people who represent this organization. When a reporter finds an employee helpful and friendly, then our organization builds its reputation as a helpful, friendly place.

Recommended Spokespersons for the Organization

- In general, county spokespersons will be department directors or key administrative personnel. We encourage other staff members to speak with the media, if requested by their supervisor, and if they are certain they know the specifics of the issue being discussed.
- **Never say "No comment."** If unable to answer the question, direct the reporter to someone who can. Every story about the county should reflect the County's point of view. This can't happen if we don't talk to the reporters.

Releasing Information

- The news media has a legal right to observe, to photograph and record any event or any person in a public place. When giving a citizen public information, give it without hesitation to the media.
- When the media calls, they want quick, authoritative answers. Return calls from the media promptly, within one hour if possible. Reporters have deadlines and, if we delay, the story may be written without the county's point of view. A story on the county should never say we "could not be reached for comment."
- When legal or ethical issues arise, rely upon public records laws to clearly define what is and is not public information. In cases where the release of information requested by a reporter is prohibited, explain the basis for not releasing the information as stated in the statutes. If applicable, it may be helpful to give the reporter copies of the laws and regulations governing what can and cannot be discussed publicly.

Ensuring Accuracy

- If you do speak with a reporter, be sure your information is accurate. Never speculate. Once printed, an inaccuracy becomes fact in the public's mind. If you are unsure, offer to find the appropriate source so that the reporter can get his/her story on time.

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Role of Communications & Marketing Department

Communications & Marketing Department serves as a Public Information Office and coordinator between County staff and the media. If you speak with a reporter, contact the Communications & Marketing Department to make it aware of the contact. E-mail the director and provide the name of the reporter, the news organization and a brief explanation of questions asked and information shared with the reporter. This helps to keep everyone informed on what may appear in the news and allows the Communications & Marketing staff to provide additional information to the media, as needed.

- Copy the Communications & Marketing Department on any press releases issued. (Email is preferred). Please post them to the county website for easy access by the press and public. Contact the Communications & Marketing Department for instructions if you are not familiar with the procedure. Communications & Marketing provides news release templates, current media distribution lists and training in news release fundamentals. A standard format and style are required for all news releases, templates can be found on Charlotte's Web.

Initiating News Stories for the Public

- In addition to "hot issues" and items that may come before the Board, Charlotte County has many programs and projects that have human-interest news value. These projects give us an opportunity to share the good things that we do for our citizens. Let Communications & Marketing know as soon as possible about human-interest situations that offer news story possibilities. They will be happy to assist in developing press releases, arranging tours or "ridealongs" for the media.

Media Policy During Declared Emergencies

- Hurricanes, tornados and other officially declared emergencies require that communications with the public be of the highest priority. The communications must be consistent and be recognized as coming from an official source.
- During such emergencies, the Emergency Operations Center will be activated and the Public Information Office (staffed by Communications & Marketing and supplemented by employees from other County departments) will be available to deal with the media.
- During activation, all messages from the organization shall originate or be coordinated with the Public Information Office in the EOC. Individual departments shall not issue any press releases, nor provide any information to the media that has not been coordinated with the PIO office.
- All requests by the media for interviews shall be directed to the PIO office.
- The Public Information Office will work with individual departmental spokespersons to coordinate interviews and to assure consistent messaging.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

2.02 GOVERNMENT TV CHANNEL

ORIGINATING DEPARTMENT: Communications & Marketing	ADOPTED: July 22, 2008

PURPOSE:

To establish programming rules and guidelines to provide Charlotte County citizens with quality programming covering a wide variety of government information and services.

POLICY:

Charlotte County Government channel (CCTV-20) will provide governmental information for the citizens of Charlotte County, provide live and taped coverage of government meetings and events, provide general information to the public regarding governmental services, and provide emergency and public safety information.

PROCEDURE:

Appropriate programming will be determined by the director of the Communications & Marketing Department, as the County Administrator's designee. It generally includes:

- Public meetings of governmental policy-making boards.
- Other meetings as determined to reflect the needs and interest of Charlotte County residents.
- Public service announcements.
- Original programming highlighting County programs, services and events.

Programs submitted from sources outside the Board of County Commissioners' jurisdiction are evaluated for airing on the following criteria:

- Citizen interest
- Government nature
- Broadcast quality
- Compliance with programming restrictions
- Relevance of subject matter
- Public service/safety needs

Prohibited Programming includes programming that contains:

- Any advertising of a commercial product or service
- Any direct solicitation of funds
- Any obscene, indecent, defamatory material
- Any appearance by or on behalf of legally declared candidates for public office except when participating in officially sanctioned candidate forums.
- Any material that promotes religious beliefs or religious philosophies

CCTV-20 follows the Federal Communications Commission guidelines pertaining to television programming. All such guidelines will be adhered to in the approval of programs for broadcast. The location of a program on the viewing schedule is at the discretion of the director of Communications & Marketing.

- Programming shall provide non-partisan information concerning the operations and deliberations of local government.
- Candidates, who have declared for election or re-election to any elective office, shall

not be permitted to make individual statements on CCTV-20 regarding their elections or candidacy.

- At all times, current elected officials can participate only in the performance of their official duties.
- To avoid any perception of conflict, Charlotte County Board of County Commissioners should not host or participate in programs to be broadcast outside of regularly scheduled Board Meetings, Workshops or Special Meetings, or as part of an original program highlighting specific County programs or services.

Advertising is not allowed on CCTV-20.

- Grants or other types of funding may be utilized for the purpose of underwriting the cost of production. In such instances, a standard "patron's acknowledgment" may be placed at the end of the production tape. (i.e., "This program was made possible by a contribution/grant from the ABC Company.")

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

2.03 WEBSITE POLICY – BCC INTERNET IDENTITY

ORIGINATING DEPARTMENT:	ADOPTED:
Communications & Marketing	July 22, 2008

PURPOSE:

To assure users that they are getting information from a legitimate government authority in a timely manner and ensure the credibility and accessibility of the information available on the County website.

POLICY:

All departments will use the official website of the Board of County Commissioners: www.CharlotteCountyFL.com to ensure a central internet identity. It is anticipated that the site visitors will branch off into multiple directions on our website and discover new informative materials and their satisfaction from our website will transfer to other aspects of government.
The Communications & Marketing Department (C&M) shall be responsible for the County website and all website needs shall be coordinated with them.

PROCEDURE:

Charlotte County's website is designed and maintained by the Communications & Marketing Department. They will work closely with each department to ensure a comprehensive web presence.
Charlotte County's website (all pages) shall adhere to established guidelines, standards and policy:

- The established design layout with style sheets and "include" files shall be used. This template includes the correct County logo, navigation tools, headers and footers, fonts, etc.
- There shall be consistent color scheme throughout the entire website. (Accent colors shall be shades of green, blue and yellow as they appear in the official header. Text color, size and style are specified by the style sheets.)
- Any additional or special graphics, coding or multimedia functionality requests will be reviewed by the WebMaster on a case-by-case basis.
- Webpages shall be constructed with established "best practices" with the intent to comply with current web coding standards and Section 508 (ADA) regulations.
- Any "home" or "contact us" references should clearly indicate whether they are for the entire County site or just the individual department or division.
- Any link that will take the user outside of the official government website shall be clearly marked. Links to outside websites shall be limited to organizations or agencies that have some connection with government.
- Any department that wishes to access unique databases that reside on a separate server shall be reviewed by the WebMaster on a case-by-case basis.
- Any department e-mail addresses listed on the website shall have their mailboxes checked at least once a day. Responses should be sent within 24 hours. If resolution to an issue should take longer than 24 hours, the initial response should indicate when the citizen could expect an answer to his inquiry.
- The County web address shall be affixed to all on road County vehicles.
- The website address should appear on all public documents, from stationery to

publications.

The web address should be written as follows: CharlotteCountyFL.com. This address should be used consistently. The addition of forward slashes and extra text dilutes the branding of our website and causes the user to bypass the home page, eliminating the visitor's exposure to the County's many online services.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

2.04 POSTINGS IN THE MURDOCK ADMINISTRATION BUILDING

ORIGINATING DEPARTMENT:	ADOPTED:
Communications and Marketing	July 22, 2008

PURPOSE:

To promote a professional appearance in the public areas of the Murdock Administration Building.

POLICY/PROCEDURE:

Materials related to government business, employee support for community charities or large community events (i.e. Air Show, County Fair, etc.) may be posted on the two large bulletin boards in the main lobby. A limited number of flyers will be permitted in the elevators.

All posters should be sent to the Communications & Marketing Department for approval and posting.

These events can also be mentioned in the employee newsletter, CCNews. Announcements relating to events not mentioned above may be posted on the employee intranet message board at http://charlottesweb/news/news.htm.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

2.05 COUNTY SEAL AND TEMPLATES

ORIGINATING DEPARTMENT:	ADOPTED:
Communications & Marketing	July 22, 2008

PURPOSE:

To establish a unified identity for all activities of the Charlotte County Government and utilize every opportunity to enhance communication and recognition with Charlotte County citizens.

POLICY:

A graphic identity (also known as branding) is an important element of any organization. It is to be used consistently and uniformly throughout the organization's printed materials, advertising, signs, vehicles, letterhead, business cards, etc. Doing this establishes a visual identity for the organization with the community it serves. The community and county have the need and a right to know all of the benefits brought to them by Charlotte County Government. It is, therefore important to identify, or brand, the County organization as a single entity. Consistent use of a single seal/logo across all departments will help accomplish that goal.

Logo use, branding guidelines and template use are detailed in the "*Charlotte County Style Guide*". The Communications & Marketing Department shall be responsible for ensuring compliance by all departments to the County branding and graphic policies.

The manufacture, use, display or other employment of the Charlotte County Seal without the approval of the Board of County Commissioners (or their designee) is a second degree misdemeanor. Any use of the County Seal by a person, agency, organization, etc. outside the jurisdiction of the Charlotte County Board of County Commissioners will require prior approval. All requests shall be submitted in writing to the Communications & Marketing Department as specified in County Resolution 2002-171.

PROCEDURE:

The only graphic identifier for the departments and divisions under the Charlotte County Board of County Commissioners shall be the seal/logo that is detailed in the *Style Guide*, which is attached to Administrative Policy 5.04. This seal shall not be altered in any way except by size. The logo may be used in full color, black, solid blue, solid green and white. No other representation is permitted. Approved graphic images may be downloaded from Charlottes Web or obtained from the Communications & Marketing Department. To ensure the County organization's uniform identity, all departments and divisions shall use the same template for all business cards, letterhead, memos, etc. Templates can also be found on Charlotte's Web.

Exception: Because of their specialized nature, partnership agreements and/or special audiences, the following are permitted to use unique identifiers in lieu of the County seal/logo: Tourism Bureau, Economic Development, Fire/EMS and CCTV-20. They are encouraged, however, to use the County seal/logo whenever possible or when appropriate.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

2.06 PUBLIC RECORDS REQUESTS

ORIGINATING DEPARTMENT:	ADOPTED:
Administration/County Attorney	July 22, 2008

PURPOSE:

To ensure compliance with Article 1, Section 24, of the Florida State Constitution and to guarantee the public's "right to know."

POLICY:

Florida Statute, Section 119.07 (1)(a), establishes the right of access to public records,

> "Every person who has custody of a public record shall permit the record to be inspected and examined by any person desiring to do so, at any reasonable time, under reasonable conditions, and under supervision by the custodian of the public record or the custodian's designee. The custodian shall furnish a copy or a certified copy of the record upon payment of the fee prescribed by law….and for all other copies, upon payment of the actual cost of duplication of the record. "

Charlotte County receives many public records/information viewing and copy requests. Requests may be made by anyone for any reason. Requestors do not need to identify themselves or the reason for the request. Requests do not have to be in writing. The annual publication, '*Government in the Sunshine Law*' http://myfloridalegal.com/sun.nsf/manual delineates the specific criteria for addressing such requests.

Although the gathering of data is done by the receiving department of the public records request, the County Attorney's Office should be notified of such requests prior to sending the response. Having the County Attorney's Office review and analyze the documents will ensure that statutorily exempt materials, such as social security numbers and the addresses of certain current and former employees are redacted, and that the appropriate fees are received for copying. While records requested may involve a high volume of copies to be made, requestors are often invited and encouraged to view and specify the documents to be copied, in order to minimize their copying costs.

PROCEDURE:

1. Records that are in the public domain are generally described as anything that communicates knowledge, regardless of the physical form or method of transmission, once it has been shared (e.g., a draft which has been reviewed by a supervisor.)
   - Documents
   - Letters
   - Photographs
   - Maps
   - Tapes
   - Books
   - Photocopies
   - Document drafts
   - E-Mail
   - Computer files
   - Post-it notes

- Mailing lists
- Personnel records

2. Records that are not included in the public domain generally fall into the category of personal security, financial security or homeland security.
   - Employee Social Security numbers
   - Employee Assistance Program documentation
   - Employee medical information
   - Addresses/phone numbers of certain employees (e.g., law enforcement and spouses and children of same, code enforcement, fire personnel)
   - Licensing, certification or employment question and answer sheets
   - Copyrighted computer software
   - Trade secret information
   - Unopened bids
   - Bank/credit card information
   - Building plans, blueprints, schematic drawings and diagrams depicting the internal layout or structure elements of a building or facility.
3. A request for information, whether it is to be reviewed or photocopied, may be made by any individual.
   - Does not have to be in writing
   - Does not have to be in person
   - Does not have to be a citizen of the County
   - Does not require any stated, special or legitimate interest
   - Does not require the name of the requesting party
4. Access to documents should be provided per State guidelines.
   - Under reasonable circumstances
   - Under staff supervision
   - In a timely manner
5. Providing information does not include the manipulation, creation, or interpretation of information.
   - Staff is not required to answer questions regarding the contents of public records or explain/interpret information.
   - Staff is not required to create a new record or reformat existing information into a new document.
6. Fees, including sales tax, are to be assessed, unless the requesting individual has been declared indigent.
   - The fee involved should be estimated and collected prior to satisfying the request, with the balance paid when the final fee is determined.
   - If 15 minutes or more of staff time is involved in assembling information, overseeing the records review, or copying requested materials, the requesting party should be assessed a fee equal to the time involved multiplied by the employee's hourly wage.
   - Fees for copying should be calculated using the fee chart included in this manual. (reference document code and name)
   - A receipt for payment should be provided to the receiving party
7. Questions regarding adherence to State guidelines for public records review should be directed to the County Attorney's Office (743-1330) or the Bureau of Archives and Records Management (850-487-2180)

NOTE: Exemptions from inspection or examination as a public record: if the record is prepared in connection with impending/imminent civil litigation or adversarial administrative hearing.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

2.07 CHARGES FOR COPIES

ORIGINATING DEPARTMENT:	ADOPTED:
Cross Departmental	July 22, 2008

PURPOSE:

To assure adherence to Florida Statutes 90-43 concerning maximum charges for copies of public records.

POLICY:

Florida Statutes permit access by the public to all public records at any reasonable time, under reasonable conditions, and other supervision by the custodian of the public records or his designee. Copies of documents must be provided, if requested.

PROCEDURE:

The maximum charge per copy (not larger than 8 ½ " x 14") is:

- $00.15 per one-sided copy
- $00.20 per two-sided copies.
- Fees for larger copies as per cost to produce same

The County may not require that requests for non-exempt public records be in writing.
The County may not ask the person requesting for his or her name, address, phone number, etc.

The charge for copies of VHS tapes, DVD discs, or compact discs is $15.00.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

2.08 RECORDS MANAGEMENT

ORIGINATING DEPARTMENT: Administration	ADOPTED: July 22, 2008

PURPOSE:

To ensure that information is available when and where it is needed, in an organized and efficient manner and in a well-maintained environment, and that records are controlled and managed through the entirety of their life cycle, from creation to their final disposition.

POLICY:

The primary concern of Florida's Records Management Program is the efficient, effective and economical management of public records (as defined by section 119.011(1), Florida Statutes.) Records management is not only retention schedules and the disposition of records, it also comprises all the record-keeping requirements that allow the organization to establish and maintain control over information flow and administrative operations.
Records management should produce the following benefits:

- Space savings
- Reduction of expenditures for filing equipment
- Increased efficiency in retrieval of information
- Compliance with legal, administrative, fiscal and historical retention requirements
- Identification and protection of vital records
- Control over creation of new records
- Identification of historical records

PROCEDURE:

Department directors are responsible for the control and maintenance of records generated by their individual department and should therefore:

- Designate a Records Custodian who shall be provided with appropriate training in records management and disposition.
- Ensure that records are reviewed at the beginning of each fiscal year to determine which items may be safely disposed of. Rules and Schedules are available from the Bureau of Archives and Records Management (http://dlis.dos.state.fl.us/barm)
- An electronic copy is still a record. As such, electronic records should also be purged together with paper records. If not, the County violates Florida Statutes Disposal laws, and faces liability issues.

Ensure that documents that have reached their disposal dates are cataloged and set aside for disposal. No documents may be disposed of until a formal request is made to the office of the County Administrator (Records Management Liaison Officer), using the Records Disposition form available on the intranet. Once disposal authorization has been received, disposition may be by physical destruction, transfer to the State Archives, transfer to another agency or, in the case of electronic records, erasure. It is recommended that special consideration be given to records of a sensitive, confidential or exempt nature. For additional information, review the guidelines provided by the Bureau of Archives and Records Management.

SCHEDULED REVIEW DATE: As needed	AMENDED:

Section 3.00

Employee Relations

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3.01 EMPLOYMENT RULES MANUAL

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources	July 22, 2008

PURPOSE:

To foster and promote a positive employment environment of mutual benefit and protection for employees and Charlotte County, encouraging employee and public confidence in the administration of a system of personnel management.

POLICY/PROCEDURE:

The Employment Rules are established to provide a uniform, consistent system of personnel administration throughout the employment jurisdiction of the Charlotte County Board of County Commissioners (BCC), ensuring, protecting and clarifying both the rights and the responsibilities of employees of the BCC. They provide managers and supervisors assistance in the development of sound management practices and procedures and the tools to make effective and consistent use of human resources. These rules also provide the means for equitable recruitment, selection, development, retention and separation of employees based upon employees' qualifications and fitness, complying with applicable Federal and state laws.
Because of the volume, the Charlotte County Employment Rules shall be retained in their original format and available in the Human resources Department. Policies addressed within the Employment Rules may be further clarified within this section of the Administrative Policy Manual.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

3.02 WORKFORCE ATTIRE

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources	July 22, 2008

PURPOSE:

To balance the County's image with the employee's freedom to make wardrobe choices.

POLICY/PROCEDURE:

Employees of Charlotte County are expected to be neat, well-groomed and appropriately dressed each day, assuming an appearance that compliments the Board of County Commissioners' core values and reflects a customer-oriented and professional organization. This policy is not intended to, and will not, discriminate against any persons based on sex, race, color, religion or national origin and will be applied equitably and consistently.
Casual business wear will be acceptable in the office environment during regular business hours. The general parameters for casual business wear include using good judgment about what to wear during work days and apply to both men's and women's attire.

Guidelines:

Definition of acceptable casual business wear:

- Properly sized
- Appropriately maintained, neat and in good repair
- Communicates a professional attitude
- Appropriate to the duties of the wearer
- Meets the reasonable expectations of all persons with whom the employee will come into contact in the course of the employee's normal duties

Inappropriate workforce attire

- Clothing that is excessively revealing, such as transparent fabric or attire that overly exposes or emphasizes areas of the body
- Bedroom slippers or flip flops
- Attire with graphics or text that is disruptive to good order
- Attire that poses a safety hazard
- Apparel typically worn to the beach or for work in the yard or gym
  (Exceptions to this rule will be determined by individual department heads based on employee's job responsibilities.)

Formal Public Meeting Attire:

- Business professional attire is required for all non-uniformed staff in formal public meetings with commissioners and community leaders, unless otherwise specified by the department head.

Business Professional Attire:

- Long or short-sleeved dress shirt and tie
- Dress slacks, dress shirt, sports coat/blazer and tie
- Suit, dress shirt and tie
- Attire coordinated around conservative suits (panted or skirted), dresses, pant suits
- Dress blouses or shells with suits, slacks or skirts
- Blazers, sweaters, vests, cardigans
- Business-style shoes

Uniformed Personnel Additional Guidelines:

- Uniform dress type shirts must be tucked in and buttoned (except for top or neck button) at all times
- Uniform must be clean and in good repair
- Uniforms are to be worn only for County business functions and activities

Office/Field Work Employees Additional Guidelines:
(This includes employees who spend some or all of their time in the field performing operations, supervision, or inspections, or employees with specific recreational responsibilities)

- Acceptable dress is issued uniforms or casual business attire
- Footwear appropriate to type of field operation performed and department safety regulations
- Shorts may be worn, *if pre-approved,* and appropriate for worker's field responsibilities

Exceptions:

- Departments may observe Friday as a "dress down day" and certain workplace attire exceptions may be approved by the department director.
- Employees attending seminars and other events should dress appropriately as they are representing Charlotte County.

Enforcement:

- Department directors will establish and announce in writing specific workplace attire policies, as needed. The policy may vary based on safety regulations, the tasks the employees perform and the customers they serve. These standards may be modified from time to time as deemed necessary.
- Immediate supervisors shall be responsible for ensuring that their staff complies with Administration and departmental policy.
- In the event of a disagreement with the supervisor's interpretation of the dress code, the department director will determine if clothing meets the workforce attire standards.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

3.03 IDENTIFICATION BADGES

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources	July 22, 2008

PURPOSE:

To increase workplace safety and security and assist the public in recognizing County staff.

POLICY/PROCEDURE:

Every employee will be assigned a picture identification card (ID) that is to be visibly worn while in any County facility, when representing their department at meetings or in any County capacity and when identifying themselves as employees, unless exempted by the County Administrator.

Employees are required to:

- Return identification card upon termination of employment
- Notify Learning & Organizational Development immediately if an identification card is lost
- Obtain an updated card to reflect any changes in status

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

3.04 GENERAL POLICY FOR USAGE OF COUNTY PROPERTY

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources	July 22, 2008

PURPOSE:

To establish a general framework concerning the proper usage of County property.

POLICY/PROCEDURE:

Policies are found throughout this manual concerning the appropriate usage of County vehicles, electronic devices, internet access and computer protocol. In general, employees are reminded that the use of any County equipment, service or facility is restricted to providing service to our citizens and should always enhance the perception of responsible use of public resources. Instructions as to policy and procedures concerning specific equipment and services are contained under the *Equipment and Facilities* section of this manual as well as procedures or guidelines for any exceptions on a temporary or permanent basis. Employees are expected to familiarize themselves with the proper protocol for any County equipment or service they are utilizing.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

3.05 RESIDENCY REQUIREMENTS & WAIVER PROCEDURE FOR DEPARTMENT DIRECTORS

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources	July 22, 2008

PURPOSE:

To define residency requirements for senior management and provide a waiver process for those who do not reside inside the County boundaries.

POLICY/PROCEDURE:

Senior Management is defined as the Administrator, Assistant Administrator, and each Department Head or Director of each County department.
All employees must be residents of the State of Florida as a condition of employment with Charlotte County.

Proof of residency must be provided in the form of either a current and valid Florida Driver's License or Florida Identification Card issued by the Florida Department of Highway Safety and Motor Vehicles.

Senior management employees are required to reside in Charlotte County within one year of their employment. The County Administrator may waive the residency requirement for senior management employees or may grant additional time to establish residence in Charlotte County.

Reasons for such action may include, but are not limited to:
1. Sale/rental of senior management employee's present place of residence,
2. Employment circumstances of the employee's spouse,
3. Schooling circumstances of the employee's children; and/or
4. Dependent care responsibilities of the employee and/or spouse.

All employees employed by the County prior to April 8, 1997, are exempt from the County residency requirement.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

3.06 EMPLOYEE PARKING

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources	July 22, 2008

PURPOSE:

To ensure county residents have ample parking in convenient proximity while conducting business in County facilities.

POLICY/PROCEDURE:

Employees are required to park in the back parking lot behind the Administration building, located behind Building Construction Services, to the right of the Administration building. Additional employee parking is available to the left and rear of Building "B." Spaces designated for handicapped individuals and visitors MUST be left open for visitors.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

3.07 LOST OR ABANDONED PROPERTY FOUND BY COUNTY EMPLOYEES

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources	July 22, 2008

PURPOSE:

To establish protocol for employees for reporting lost or abandoned property.

POLICY/PROCEDURE:

Each County division shall designate a representative to process all lost or abandoned property reports for that division.

Each division manager shall provide the County Administrator with a list of their designated representative(s).

In the event of a County employee finding any lost or abandoned property during the course of official duties, such person shall report it to his division representative. The division representative shall report the description and location of the lost or abandoned property to the Charlotte County Sheriff's Office.

The Sheriff's Office shall process the report in the manner stated in Chapter 705, Florida Statutes.

The title of any unclaimed property reported to the Sheriff's Office by a Charlotte County employee shall be vested in the County and not in the employee as per Section 705.104, Florida Statutes.

It is unlawful for any Charlotte County employee who finds any lost or abandoned property to appropriate the same to his/her own use or to refuse to deliver the same when required.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

Section 4.00

Intergovernmental Relations

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4.01 COORDINATION OF INFORMATION TECHNOLOGY NEEDS

ORIGINATING DEPARTMENT:	ADOPTED:
Information Technology	July 22, 2008

PURPOSE:

To ensure coordination of technology needs of individual departments with Information Technology department to ensure compatibility with County system and suitable support capabilities.

POLICY:

The Charlotte County Board of County Commissioners has assumed oversight of the operation and maintenance of the computer equipment under their jurisdiction.
The Information Technology Department (IT) has been given the responsibility to provide guidance and control for those servers, computers, hardware, software and other peripheral equipment. The IT staff has the mission to work with and understand the performance requirements of the equipment, software, programming, system integrity, and updates.
IT will establish procedures and guidelines for all users and County Departments' to ensure consistency and compliance. An ongoing notification process, in the form of "Policy Memoranda," will be established and posted on the Information Technology Department's intranet pages as they are established.
The Policy Memoranda that will follow at various intervals will allow for the uniformity of technology and are intended to permit a County wide system cohesiveness which will be beneficial for all users.

PROCEDURE:

Requests to the Information Technology Department are made using a single form found on the Intranet under the Information Technology heading:

- IT Request for Products and Services

SCHEDULED REVIEW DATE:	AMENDED:
[How often should policy be reviewed?]	

4.02 TIMELY RESPONSE REQUIREMENTS

ORIGINATING DEPARTMENT:	ADOPTED:
Cross Departmental	July 22, 2008

PURPOSE:

To ensure that individual departments have adequate time to properly prepare and meet the needs of their internal customers and to assist the requesting departments in their project management by establishing a turnaround expectation.

POLICY/ PROCEDURE:

The receiving department should acknowledge receipt of requests from originating departments within 48 hours and at that point generate a response time and date.

Should the sending department need their requests handled as a priority, they should contact the receiving agency.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

4.03 LEGAL SERVICE REQUESTS

ORIGINATING DEPARTMENT:	ADOPTED:
County Attorney's Office	July 22, 2008

PURPOSE:

To establish appropriate usage of the county legal staff as well as establish appropriate turnaround time.

POLICY/PROCEDURE:

Requests for legal review of all matters are submitted electronically through the Legal Request system at http://legalrequest/legalrequests/RequestLogin.aspx by staff members as authorized by their department head/director. Upon submission, all documents pertinent to the legal service requested must be forwarded via email to county.attorney@charlottefl.com, fax to 743-1550, or interdepartmental delivery to the County Attorney's Office (CAO) Attn: Legal Request Administrator. Requests are held in "Pending" status until all supporting documents are received by the CAO. The requests are then forwarded to the County Attorney's attention for assignment to the appropriate staff Attorney. The staff Attorney will contact the requesting department, usually within 24 hours of such assignment.

The CAO staff requires two weeks to effectively address matters brought to them. Under normal conditions, routine matters may be resolved in one week. However, matters requiring approval by the Board of County Commissioners are also subject to the NovusAgenda deadlines established by County Administration. Submission of a request not meeting the required amount of time for proper legal review may result in the postponement of its Board approval. Therefore, submission of legal requests under such conditions must accommodate both time requirements.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

4.04 LEGAL NOTICE PUBLICATION

ORIGINATING DEPARTMENT:	ADOPTED:
County Attorney's Office	July 22, 2008

PURPOSE:

To legally advertise meetings, public hearings, etc. in the local newspapers.

POLICY/PROCEDURE:

The Florida Statutes outline the differing requirements governing the publication of the Board of County Commissioners' notices, meetings, public hearings, etc., that must be satisfied. The County Attorney's Office acts as the portal for all county departments' (except for Community Development) legal notices and its publication in the local newspaper company currently holding the legal advertisement contract with the County. Questions pertaining to advertising of legal notices should be directed to the Office of the County Attorney.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

Section 5.00

County Commission

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5.01 BOARD OF COUNTY COMMISSIONERS/COUNTY ADMINISTRATOR RELATIONSHIP

ORIGINATING DEPARTMENT:	ADOPTED:
County Commission	July 22, 2008

PURPOSE:

To define the working relationship between the Board of County Commissioners and the County Administrator, as well as the role of the Commissioners and the County Administrator to ensure the orderly administration of County government.

POLICY/PROCEDURE:

The procedure is defined under the Charlotte County Home Rule Charter Section 2.3 and Florida Statute XI.125.01.
The County Administrator, appointed by, and responsible to, the Board of County Commissioners, shall be the Chief Administrative Officer of the County and shall be responsible for all administrative matters and operations under the authority of the Board of County Commissioners.
The County Administrator shall be appointed on the affirmative vote of four (4) members of the Board of County Commissioners on the basis of administrative ability and qualifications, pursuant to requirements specified by ordinance, and shall reside within the County while so employed.
The County Administrator's salary shall be set by the Board of County Commissioners.
The County Administrator may be removed with or without cause upon an affirmative vote of four (4) members of the Board of County Commissioners, or upon the affirmative vote of three (3) members at two (2) separate board meetings held at least two (2) weeks apart. Grounds for removal for cause shall include flagrant neglect of duty, physical or mental incapacity, conviction for the commission of a felony, violation of any statute relating to conduct of public employees, or such other grounds as may be provided by ordinance.

GENERAL SUMMARY:

- The Board of County Commissioners recognizes and affirms its role as the policy making and legislative body of Charlotte County Government.
- The Board shall establish its annual policy direction for the County Administrator and staff during an annual goals setting process.
- This direction and policy shall be clearly stated and adopted through the annual goals.
- During the course of the fiscal year, the Board may refine the policies set forth in the adopted goals and/or institute new policy and direction to staff as it may deem necessary.
- The Board of County Commissioners recognizes and affirms the role of the County Administrator as the executive employed by the Board to carry out the policy set by the Board. Furthermore, it directs to the County Administrator responsibility for the orderly implementation of all board approved programs, projects, ordinances, policies and procedures, except those that may fall under the auspices of County constitutional officers.
- As the County Administrator implements the policies and budgeted programs and projects of the Board, he/she shall only return before the Board as required for bid awards, the ranking of consultants through the competitive negotiations process and approval/execution of contracts.

- The Board shall be kept informed on a timely basis of the progress of these projects and programs.
- The County Administrator and staff shall be held accountable for the timely execution and implementation of the Board's stated policies, programs and direction.
- The County Administrator recognizes and affirms the County Commissioners' right to make routine inquiries and requests for information or action of staff.
- The County Administrator will devise the Board of County Commissioners approved procedures, which will ensure the timely flow of information to the Board in response to such inquiries.
- Except for purpose of inquiry or information and as provided below regarding Executive Assistants to members of the County Commission, no member of the County Commission shall give orders, publicly or privately or otherwise interfere with the performance of the duties of any employee or official of the County subject to the direction and supervision of the County Administrator.
- Each County employee assigned as an Executive Assistant to a Commission Member serves in that position at the pleasure of the Commission Member. The Commission Member shall serve as supervisor of the Executive Assistant. Acting as supervisor, the Commission Member is solely responsible for all supervisory functions including, but not limited to, disciplinary procedures and salary administration pursuant to the current Personnel Policies and Procedures Manual, as it may be amended from time to time.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

5.02 BOARD OF COUNTY COMMISSIONERS RULES OF PROCEDURE

ORIGINATING DEPARTMENT:	ADOPTED:
County Commission Office	July 22, 2008

PURPOSE:

The purpose of these rules is to provide for the smooth and orderly functioning of the business of the Commission and to provide a basis for resolving questions of procedure when they arise.

POLICY/PROCEDURE:

1.01 Governing Rules

Except as may be provided in the charter or by these rules, or by questions of order, the methods of organization and the conduct of business of the Board of County Commissioners (Commission) shall be governed by the procedures set forth herein.

1.02 Introduction

Please see "Purpose" above.

1.03 Definitions

As used herein, the following terms shall be defined as follows: Commission or Board shall mean the Charlotte County Board of County Commissioners; member or Commissioner shall mean the individual elected or appointed to the Board of County Commissioners; County Administrator shall mean the person appointed by the Commission in a full time or interim capacity or his or her designee; County Attorney shall mean the person appointed by the Commission in a full time or interim capacity or his or her designee; the Clerk shall mean the person elected or appointed to the position of the Clerk of the Circuit Court or his or her designee.

1.04 Regular Meetings

A. The Commission shall hold regular meetings on the second and fourth Tuesdays of each month, and when the day fixed for any such regular meeting falls on a day designated by law as a legal holiday, such meeting may be canceled at the discretion of the Commission. Regular meetings shall commence at 9:00 a.m. Regular meetings may be otherwise postponed or canceled by resolution or motion adopted at a regular or special meeting by a majority of the Commission members present. All regular meetings shall be held in the County Administration Center or such place or time as may be approved by resolution or motion adopted at a regular or special meeting by a majority of the Commission members present and shall be open to the public and all news media.

B. Public hearings for land use items shall be held at 9:00 a.m. on the third Tuesday of every month.

1.05 Special Meetings, Emergency Meetings, Workshops

A. Special Meetings

A special meeting of the Commission may be called by the Chair or by a majority of the Commission members present at a meeting of the Commission. Whenever a special meeting is called, written and verbal notice shall be given by the Administrator to each member of the Commission, the Clerk, the County Attorney, any persons entitled, as a matter of law, to written or verbal notice, and the press,

starting with the date, hour and place of the meeting and the purpose(s) for which the meeting is called. Twenty-four hours must elapse between the time the meeting is noticed and the time the meeting is to be held. The minutes of the special meeting shall show the manner and method of notice.

B. Emergency Meetings

An emergency meeting of the Commission may be called by the highest ranking officer of the Commission available. An emergency meeting of the Commission may be called only when the person(s) calling the meeting believes that an emergency exists which requires immediate consideration or action by the Commission. Whenever such emergency meeting is called, person(s) calling the meeting and the County Administrator shall make a good faith attempt to notify each member of the Commission, the Clerk, the County Attorney, any person entitled to notice as a matter of law, and the press; stating the date, hour and place of the meeting, the nature of the emergency and the purposes for which the meeting is being called. If possible, this notice shall be in writing. No other business shall be transacted at the meeting, and the minutes of each emergency meeting shall show the nature of the emergency and the manner and method of notice.

C. Workshop Meetings

The Chair, or Vice Chair, in the absence of the Chair, may call a workshop meeting to discuss items of special importance or complexity to the Commission. The purpose of a workshop meeting is to allow staff to make presentations and to allow questions by the Commission. Public comment will be at the direction of the Commission but will be no more than three minutes for each person unless the Commission wishes to extend the time limit. An agenda of the order of business at the workshop meeting shall be prepared by the County Administrator and made available to the public at least four days before the workshop meeting. Official action may be taken upon any of the items discussed at the workshop meeting and any of the items of official business that require immediate consideration and decision by the Commission.

1.06 Quorum

A. A majority of the whole number of members of the Commission shall constitute a quorum. Any member of the Commission who announces a conflict of interest on a particular matter and a decision to refrain from voting or otherwise participating in the proceedings related to that matter shall be deemed present for the purpose of constituting a quorum. The Commission may entertain motions upon a showing of good cause. Lack of a full Commission for public hearings on land use items shall not be deemed good cause.

B. Should no quorum attend within 30 minutes after the hour appointed for the meeting of the Commission, the Chair or the Vice Chair, or in their absence, the Administrator may adjourn the meeting. The names of the members present and their action at such meeting shall be recorded in the minutes by the Clerk.

1.07 Meeting Attendees

All meetings of the Commission shall be open to the public. Promptly at the hour set for each meeting, the members of the Commission, the County Attorney, the County Administrator, and the Clerk to the Commission shall take their regular station in the Commission chamber, and the business of the Commission shall be taken up for consideration and disposition in accordance with the agenda for the meeting.

1.08 Call to Order

The Chair shall take the chair at the house appointed for the meeting and shall call the Commission to order immediately. In the absence of the Chair and Vice Chair, the Administrator shall then determine whether a quorum is present and in that event shall call for the election of a temporary chair. Upon the arrival of the Chair or the Vice Chair, the temporary chair shall relinquish the chair upon the conclusion of the business immediately before the Commission.

1.09 Chair Presiding Officer, Duties

A. The Commission shall select a Chair and Vice Chair at the second regular meeting following the first Monday in November of every year. The Chair of the Commission shall preside at all meetings at which the Chair is present. In the absence of the Chair, the Vice Chair shall preside. The presiding officer shall preserve strict order and decorum at all meetings of the Commission. The Chair shall repeat every motion and state every question coming before the Commission and announce the decision of the Commission on all matters coming before it. A majority vote of the members present shall govern and conclusively determine all questions of order not otherwise covered. The Chair may vote on all questions, the Chair's name being called last when a roll call is requested. In the absence of the Chair or in the event of the Chair's inability to serve by reason of illness or accident, the Vice Chair shall perform the duties and functions of the Chair until the Chair's return to the County or recovery and resumption of duty.
B. The Chair, or Vice Chair in the absence of the Chair, is authorized to sign any documents approved by the Commission.
C. The Chair shall have the authority to assign honorary or administrative duties to other members of the Commission with the members' consent.

1.10 Parliamentarian

The County Attorney shall act as parliamentarian and shall advise and assist the Chair in matters of parliamentary law. In the absence of a Rule of Procedure as provided for by these Rules, the Parliamentarian shall refer to Roberts Rules of Order on all rulings.

1.11 Agenda

A. There shall be an official agenda for every meeting of the Commission, which shall determine the order of business conducted at the meeting. All proceedings and the order of business at all meetings of the Commission shall be conducted in accordance with the official agenda.
B. A portion of the agenda shall be designated as a consent agenda, and all items contained therein may be voted on with one motion; except that any Commissioner may withdraw an item from the consent agenda, and it shall be voted on individually.
C. Any departure from the order of business set forth in the official agenda shall be made only upon majority vote of the members of the Commission present at the meeting.
D. Additions, deletions, or corrections to the agenda may be considered by the Commission and adopted by the passage of a single motion. Non-agenda matters shall be confined to items that are informational only.
E. The agenda shall be prepared by the Administrator in appropriate form approved by the Commission. The Administrator shall make available to the Commissioners a copy of the regular agenda four days before the meeting. All support information for agenda items shall be available by the morning of the pre-agenda meeting; but, if no pre-agenda meeting is held, support information for the agenda items shall be

available no later than the morning of the day before the regular meeting. If the support information is not available, the agenda item may be removed from the agenda and considered at a later meeting. Matters may be placed on the agenda by any member of the Commission, the Administrator, the County Attorney and the Clerk. Only a member of the Commission and the County Administrator may place an item requested by a citizen on the official agenda.

F. A copy of each resolution or non-emergency ordinance shall be furnished to the office of the members of the Commission no later than four calendar days before a vote may be called on the resolution or ordinance. The provisions of this rule shall be deemed waived unless asserted by a Commissioner before the Commission takes action on the resolution or ordinance in question.

1.12 Citizen Input: Addressing Commission, Manner, Time

Each person who addresses the Commission on an agenda item shall complete a citizen's input card and submit the card to the Recording Secretary or to the Chair. When the person's name is called, the person shall step up to the speaker's lectern and shall give the following information in an audible tone of voice for the minutes:

A. Name; and
B. If requested by any Commissioner, the person may be required
   i. to state place of residence; and
   ii. whether the person speaks for a group of persons or a third party; if the person represents an organization, whether the view expressed by the person represents an established policy or position approved by the organization; and
   iii. whether the person is being compensated
C. All remarks shall be limited to no more than three minutes unless the Commission extends the time and shall be addressed to the Commission as a body and not to any member thereof. Any person addressing the Commission during a public hearing shall limit remarks to five minutes unless the Commission extends the time. No person, other than members of the Commission and the person having the floor shall be permitted to enter into any discussion, either directly or through a member of the Commission except through the presiding officer.
D. No person who has addressed the Commission during any given Citizen Input on agenda items shall be allowed to make additional comments on the agenda items except with the permission of the Commission. A citizen may make additional comments on specific items being heard during a public hearing.
E. For those matters in which citizen input is heard by the Commission, the Chair shall close the citizen input portion of the meeting upon the conclusion of the last speaker's comments. No additional citizen input shall be allowed, except in specific response to questions by members of the Commission or if an extension of time for public comment is approved by the Commission.
F. Any person making slanderous remarks or who becomes boisterous while addressing the Commission shall be barred from making any additional comments during the meeting by the presiding officer, unless permission to continue or again address the Commission is granted by the majority of the Commission members present. Any person who becomes disruptive or interferes with the business of the Commission may be removed from the audience for the remainder of the meeting.
G. Any person shall be entitled to submit written comments for consideration by the Commission. Written comments submitted may be considered and entered into the record of the meeting.

1.13 Clerk, Minutes

The Clerk shall sit or appoint a deputy clerk as Clerk of the Commission. The Clerk shall certify all ordinances and resolutions adopted by the Commission. The Clerk shall duplicate the minutes and all resolutions and ordinances and shall furnish copies to persons desiring them at the prescribed rates.

1.14 Reading Minutes

Unless a reading of the minutes of a meeting is required by a majority of the Commission, such minutes, when approved by the Commission and signed by the Chair and the Clerk, shall be considered approved without reading.

1.15 The Record

A. Automatically included in the record. The following documents shall automatically be included in the records of the Commission:
   i. Agenda packet or staff report
   ii. Any documents, exhibits, diagrams, petitions, letters or other materials presented to the Commission in support of, or in opposition to, an item to be considered by them shall be entered into the record, unless clearly inadmissible and irrelevant. The Commission may accept wholly or partially inadmissible items into the record, provided that members of the Commission shall not consider those items, or parts thereof, which are inadmissible. In the event the Commission has any questions as to the relevancy and admissibility of any item placed into the record, the Commission may request an opinion from the County Attorney's office.

B. Custodian. The Clerk of the Circuit Court shall be custodian of the record.

C. Correction of errors in the record. In the event the Commission determines that there was an error, either of commission or omission regarding the placement of an item into the record, any member of the Commission may move to correct such errors, and such act of correction shall be done upon a majority vote of the members of the Commission present.

D. Exhibits. Unless an oversized exhibit is absolutely essential, documentary paper or photographic exhibits shall not exceed 24 inches by 36 inches and, if mounted on a backboard, shall be removable therefrom.

E. Substitution of copies of exhibits. A person submitting an exhibit for the Board's consideration in support of, or in opposition to a pending matter, must file the original thereof with the Clerk. The Commission may approve substitution of a copy or duplicate thereof after viewing the original and the copy of duplicate. In the case of a written document, the person may furnish the Clerk with an exact duplicate and, upon verification thereof, the Clerk may return the original to said person. Alternatively, the Clerk may, in the Clerk's discretion, and at the expense of the person requesting the return of the original, make or arrange for the making of a copy of the exhibit after which the original may be returned to the person requesting it.

1.16 Method of Voting

1) General. The vote upon any ordinance, resolution, motion or other matter may be voice vote, providing that the Chair or any other member of the Commission may require a roll call vote to be taken. Upon every roll call vote, the names of the Commissioners shall be called alphabetically by surname, except that the names shall be rotated after each roll call vote, so that the Commissioner who voted first on a preceding roll call shall vote last upon the next subsequent matter; provided, however, that the presiding officer shall always cast

his or her vote last. Upon relinquishing the chair, the Chair shall vote in alphabetical order with the other Commissioners. The Clerk shall call the roll, tabulate the votes and announce the results.

2) Voting

a) Voting. Unless otherwise provided by law, ordinance or statute, when the Commission has finished discussion and is ready to vote a question, the Chair shall call for the vote, and there shall be no further discussion by any member voting. Each member shall vote aye or nay, and silence shall be considered an "aye" vote. When a matter is brought up for a vote on a motion to approve it and said motion fails, the status quo ante shall be maintained, and the matter shall be considered denied. Such a vote shall not preclude a subsequent motion at the same meeting to approve with modifications to the motion.

After any vote, any member may give a brief statement to explain his or her vote, and such explanation should be consistent with the vote registered. A member shall have the privilege of filing with the Clerk a written explanation of his or her vote which shall become part of the record of the proceeding.

b) Roll Call. Upon any roll call, there shall be no discussion by any member prior to voting, and each Commissioner shall vote yes or no.

c) Vote Change. Any Commissioner momentarily absent for a vote on a particular item may record his or her vote, or any Commissioner may change his or her vote before the next item is called for consideration or before a recess or adjournment is called, whichever occurs first, but not thereafter.

d) Abstention

i) No Commissioner may abstain from voting on any matter before the Commission upon which official action is to be taken unless there is or appears to be a possible conflict of interest under the provisions of applicable laws. In such cases, said Commissioner shall comply with the disclosure requirements of state law.

ii) If a Commissioner has a conflict with an item appearing on the consent portion of the Commission's agenda, that Commissioner does not have to pull the item for the purpose of abstention if prior to the vote on the consent agenda the Commissioner:

(a) Publicly discloses the nature of interest in the matter from which the Commissioner is abstaining, and

(b) Notifies the Clerk of the conflict.

iii) The Commissioner must supply the Clerk with a completed Memorandum of Voting Conflict form within 15 days after the vote occurs.

1.17 Rules of Debate

A. As to the Chair. The Chair may second any motion, or, after relinquishing the Chair, may make any motion. The Chair shall not resume the Chair until after the Commission has acted upon the matter under consideration.

B. Getting the floor, improper references to be avoided. Every member desiring to speak for any purpose shall address the Chair and, upon recognition, shall confine discussion to the question under debate.

C. Interruption. A member once recognized shall not be interrupted when speaking unless it is to call that member to order. If a member while speaking is called to order, the member shall cease speaking until the question of order is determined by the Chair; and, if in order, the member shall be permitted to proceed. Any member may appeal to the Commission from the decision of the Chair upon a question of

order, whereupon without debate the Chair shall submit to the Commission the question, "Shall the decision of the chair be sustained?" and the Commission shall decide by a majority vote of those present at the meeting.

D. Privilege of closing debate. Any Commissioner may move to close debate and call the question on the motion being considered which shall be non-debatable. By request of a Commissioner, members of the Commission shall be polled to decide whether debate may be reopened.

E. Renewal. Once the period for reconsideration of any ordinance, resolution, decision or motion has expired, then neither the same ordinance, resolution, decision nor motion nor its repeal may be brought for discussion before the Commission for a period of six months.

F. Reconsideration. An action of the Commission may be reconsidered only at the same meeting at which the action was taken or at the next regular meeting. A motion to reconsider may be made only by a member who voted on the prevailing side of the question and must be concurred with by a majority of those present at the meeting. A Commissioner who was absent at the time the vote was taken shall be deemed on the prevailing side. Adoption of a motion to reconsider shall rescind the action reconsidered.

Upon a finding by a majority of the Commission at any time that there is reason to believe that a previous vote of the Commission was based upon erroneous information, the matter may be brought up for reconsideration.

G. Tie votes. Whenever action cannot be taken because the vote of the Commissioners has resulted in a tie, the proposed ordinance, resolution or motion that produced the tie vote shall fail.

1.18 Adjournment

A motion to adjourn shall always be in order and decided without debate, except that the motion shall contain a time to hear the balance of the agenda if same has not been completed

1.19 Ordinances, Resolutions, Motions, Contracts

A. Preparation of ordinances. The County Attorney, when requested by at least three Commissioners, shall prepare ordinances which shall be delivered to the Administrator for inclusion in the agenda.

Copies of all proposed ordinances or resolutions shall be furnished to each Commissioner and shall be made available to all interested persons at the normal copying cost.

B. Approval of documents by County Attorney. All ordinances, resolutions and contract documents, before presentation to the Commission, shall have been reduced to writing and shall have been approved as to form by the County Attorney.

C. Passage or approval of ordinances. Any action of the Commission which provides for a new law or a penalty to be imposed shall be by ordinances. Ordinances may be introduced and adopted by title and shall be read by title only by the Chair before consideration by the Commission. The adoption of all ordinances shall require the affirmative vote of a majority of all total membership of the Board. Ordinances must be sponsored by a member or members of the Commission, except that either the Administrator, Clerk or the County Attorney may present ordinances, resolutions and other matters, of an administrative nature, to the Commission for consideration, and any Commissioner may assume sponsorship thereof by moving that such ordinance, resolution or other matter be adopted in accordance with law; otherwise, they shall not be considered.

D. When action to be taken by motion, resolution or ordinance. All actions of the Commission may be taken by motion, resolution or ordinance. Approval of purely administrative matters may be accomplished by resolution or motion duly adopted and recorded in the minutes of the meeting. No resolution or motion shall be adopted by the Commission without the affirmative vote of the majority of all the members present.

E. Emergency ordinances. The Commission at any regular, special or emergency meeting may enact or amend any ordinance with a waiver of notice requirement by a vote of four members of the Commission declaring that an emergency exists and that the immediate enactment of such ordinance is necessary.

1.20 Committees

A. Whenever the Commission deems it necessary or desirable that the Commission shall be represented at meetings, conferences or other occasions involving other governmental entities, agencies, officials or groups, or non-governmental organizations, or departments, agencies or officials of the County government, the Commission may nominate members of the Commission to represent the Commission at such meetings, conferences or other occasions, with the consent of the nominated member. Such representative shall have no power to act for or on behalf of the Commission or to make any commitment or binding obligation on behalf of the Commission or the County. Such representatives may report to the Commission with regard to such meeting, conference or other occasion.

B. The Commission may establish special committees of the Commission and/or citizens as specific needs arise. The Commission shall make nominations to such committees with the consent of the nominated person. Any special committees may be abolished by the Commission when its continued existence no longer is necessary.

1.21 Evaluations of Commission's Appointees' Performance.

The Commission shall annually evaluate the performance of the County Attorney and the County Administrator. The Chair may designate a time for the review of the Commission's appointees; however, if no time is designated, the evaluation shall take place in June of each year. The Chair shall distribute evaluation forms, if any, and request input from each Commissioner. Each Commissioner shall forward the completed evaluation to the Chair. The Chair shall take the evaluations of all Commissioners and develop a composite evaluation, averaging the numerical scores of each Commissioner. The composite evaluation shall be placed on the Commission's agenda within three weeks by the Chair. The agenda package for the Commission shall include the composite evaluation and the evaluation of each Commissioner. The Commission shall review the composite evaluation and adopt it by majority vote of the members present. The Chair may make recommendations on tenure, salary and other matters related to the appointees.

1.22 Suspension of the Rules

Any of the Rules of Order adopted by this Commission may be temporarily suspended for the meeting in session by a majority of those Commissioners present at said meeting.

1.23 Effect of these Rules of Procedure

In any instance where the procedure established by these Rules of Procedure is in conflict with state law, County ordinance or court order, or has the effect of violating any applicable law, ordinance or ruling, or order of a court or administrative agency, or

rights thereunder, the procedures established hereunder shall be inoperative to the extent of such conflict or violation.

1.24 Publication

Upon adoption of these Rules of Procedure any amendment hereof, the County Administrator shall cause same to be published in a form suitable for distribution to the public. Copies shall be provided by the County Administrator to all persons who request them at the standard charge. Copies shall be available for review by the public at all meetings of the Commission.

1.25 Effective Day

These rules shall become effective upon adoption by the Board of County Commissioners.

SCHEDULED REVIEW DATE: As needed	AMENDED:

5.03 BOARD AGENDA

ORIGINATING DEPARTMENT: County Commission	ADOPTED: July 22, 2008

PURPOSE:

To provide a standard format and procedures for use in requesting items to appear on an Agenda of the Board of County Commissioners and to provide the Board with an executive summary for each agenda item.

POLICY:

The Board of County Commissioners meets for regular meetings on the second and fourth Tuesdays; and Land Use meeting on the third Tuesday. All meetings begin at 9:00 a.m. Requests for items to appear on the County Commissioners' Agenda shall be submitted to Administration by certain due dates (see Attachment 1. Exceptions include Joint Meetings and other Workshops/Special Meetings).

PROCEDURE:

When a department needs to bring an item before the Board, the following determinations are considered:

- Does an organization need a proclamation read at the meeting for their cause?
  - Contact the Attorney's Office to have one written.
- Do employees need to be recognized?
  - Place the item under Employee Recognition (this occurs only on the first regular meeting of the month).
- Does an outside party wish to present a check or offer thanks to the Board? Is the department receiving an award?
  - Place the item under Award Presentation.
- Does the department need to advertise any committee vacancies?
  - Place items under Committee Vacancies.
- Do the minutes of a committee need to be brought before the Board?
  - Place the item(s) under Reports Received and Filed.
- Does the Board need to approve the item?
  - Place the item under the Consent Agenda
- Does the Board need to discuss the item?
  - Place the item under the Regular Agenda
- Does the item warrant public input and discussion before decision can be made?
  - Place the item under Public Hearing (categories are time specific at 10:00 a.m. and 2:00 p.m.)
- Does the Board require information on a particular subject?
  - Place the item under Presentation.
- Does the Board need to devote more time to an issue than is available on Regular Agenda?
  - Place the item under Board Workshop.

<u>Invocation:</u>
The Agenda Clerk schedules coverage throughout the year. An item is placed in NovusAgenda indicating the name of the minister and the church affiliation. A minister opens

the meeting by an Invocation; when one is not available, the Chairman provides the invocation.

Proclamations:
Any party may request a proclamation for their cause; for example, Florida's Water Conservation Month. Contact the Attorney's Office for information.

Special Recognition:
The Human Resources Department provides this list as an item in NovusAgenda. Employees who have completed milestone anniversaries are recognized with a certificate and a pin. Other categories of recognition also occur.

Award Presentations:
Any department as well as private organizations/citizens may schedule special recognition before the Board. Always discuss requests with an Administrator to determine if appropriate.

Committee Vacancies:
Assistants in the Commission Office provide informational items under this category. The item should be re-entered into the agenda until filled. If there is only one applicant for a committee, or the current member wishes to be reappointed, the item(s) should be entered under Consent Agenda. If there is more than one applicant and the Board must vote to select the replacement, the agenda item(s) is/are entered into the Regular Agenda along with ballots for Board members and any attachments.

Reports Received and Filed:
In order for the Board to review and approve minutes of Advisory Committees, a department needs to place an item under this category and attach minutes. More than one report may be cited and attached to one NovusAgenda item.

Consent Agenda:

- Clerk of the Court and Minutes Division: The Agenda Clerk enters these items based on information sent by the Clerk of the Court and Commission Minutes.
- Departmental Items: These items are considered routine business items, entered by each department in a timely manner. Approval of these items is made by one motion of the Board without discussion of each item. If a Commissioner would like to discuss an item, that item will be pulled from the Consent Agenda before the motion for approval and considered separately.
  All items must have a "Recommended Action" which states what action staff is asking the Board to take. All items also have a "Budgeted Action". Enter under "Financial Impact Summary" how the project will be funded.
  There is space available under "Background Information" for each department to provide a detailed explanation of the item. Attachments may be uploaded to provide for additional information, maps, etc.
  Should a resolution or ordinance constitute one of the attachments, the County Attorney's Office is responsible for handing over originals to the Agenda Clerk, in order for the Recording Secretary attending the meeting to obtain the necessary signatures.

Regular Agenda:
Items on the Regular Agenda are discussed separately by the Board. Any department may enter an item under regular agenda. State the main title or reason for the item. Attachments with additional information may be added.

Public Hearings:
These are held to allow the public an opportunity to address the Board and express opinions

before decisions are made. Public Hearings are scheduled in advance to appear on an upcoming agenda. This allows enough time to advertise these hearings and for Board approval. The department setting the Public Hearing must enter an item on the Consent Agenda two weeks before the Public Hearing is to be held. The department must also enter a new item under the Public Hearing category either at 10:00 a.m. or at 2:00 p.m. for the meeting at which the Public Hearing is held.
Citizens wishing to address the Board are allowed five minutes to do so. Public Hearings may begin at or after the scheduled time, but may not begin before that time. Advertising requirements for Public Hearings are set by State Statute. Most require ten days notice to the public, though this may vary. Legal advertising is done by the County Attorney's office and any questions regarding advertising may be directed to that office.

Workshops:
Workshops are scheduled when the Board needs to devote more time to an issue than is available on Regular Agenda. Workshops are also approved by the Board, and the advertising requirement is usually only one week. In addition, the Board may schedule a Workshop without assigning a specific time. Only the date of the Workshop is required for advertising purposes. Public comment is at the discretion of the Board. If the decision is made to allow citizen input before scheduling workshops, it should be titled "Public Workshop".
Board Workshops may also be set by the Board; however, no citizen input is allowed.

Citizen Input:
There are two scheduled times for Citizen Input during a Regular Meeting. Immediately following Award Presentations, citizens wishing to address the Board may do so for three minutes, and discussion is limited to matters identified to agenda items only. Immediately following a Board Workshop, or preceding Administrator/Attorney/Commissioner Comments, citizens are allowed to address the Board for three minutes on any topic.

Administrator, Attorney and Commissioner Comments:
This is where the County Administrator, County Attorney and Commissioners have an opportunity to address each other, conducting business in the "sunshine" as required by law.

Schedule of Future Closings, Hearings, Workshops:
A calendar of upcoming events, etc. appears on the last page of the agenda. This is always compiled by the Agenda Clerk. Only those hearings and workshops that are approved by the Board will be placed on this schedule.

Finalizing and Distributing the Agenda packets:

- Approval Process:
  Each department has an established workflow for electronic approvals. All items are due to Administration eight normal working days prior to the meeting date (see Attachment 1). The Agenda Clerk will close the meeting in NovusAgenda at 4:50 p.m. on the Monday one week preceding the meeting to begin production of the agenda packets. A copy of NovusAgenda instructions are attached (Attachment 3).
- After Approval Process:
  The Agenda Clerk prepares a printable format of the agenda, including attachments. Packets are distributed to the Board by Noon on Thursday preceding the meeting date, with copies given to the Administrator, County Attorney, and the Clerk of the Court. At this point, the agenda is considered to be published. Any changes will be captured on a Change Memo.

Pre-Agenda Meeting:
The Administrator holds Pre-Agenda meetings the work day before the meeting at 9:00 a.m. (If

Monday is a holiday, then Pre-Agenda is held on the previous Friday.) These are advertised public meetings, which the Commissioners attend and ask questions pertaining to the agenda or request additional information before the meeting is held. Each department should be represented in the event that questions about an agenda item arise. The public may attend, but must be silent during Pre-Agenda. Any changes that may arise from Pre-Agenda are brought to the Board on the meeting day on a Change Memo.

Change Memo:

The Change Memo notifies the Board of any changes to the Agenda. These changes include additions, deletions, or edits made to any item. Some examples of Change Memos are items that did not meet the approval deadline; new items that either the Commissioners or the Administrator ask to be added to the agenda or verbiage changes to existing items. Once the agenda has been published the Thursday prior to the meeting, all changes are reflected on the Change Memo. Some meetings may have more than one Change Memo.

Land Use Meetings:

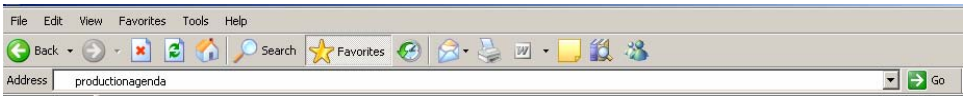
Land Use Meetings constitute advertised petitions dealing with land use issues such as Re-zonings, Future Land Use Map Amendments, Comprehensive Plan Amendments, etc. All information comes from the County's Growth Management Department.

Land Use agendas are not electronically generated and have their own due dates. These agendas are required to be in the Commission Office no later than the Wednesday prior to the meeting.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

ALL USERS:

Open Internet Explorer. At the Charlotte's Web home page, type "productionagenda" in the address bar (without quotation marks).



Click go, or strike the **"ENTER"** key.

Frequent users should save this page as a favorite.

A dialog box will pop up. Enter your normal Charlotte County login name (as a rule – lastnamefirstinitial – i.e. smithj).

Use your usual password. The option to save the password can be checked, to expedite signing into the program. Our system requires passwords to be changed periodically, and the NovusAgenda password reflects the changes. If the option for saving the password has been chosen, you will not be able to sign into NovusAgenda until the password has been changed in this dialog box.

TO CREATE A NEW ITEM: CREATOR FUNCTION

The creator is the person responsible for getting a new agenda item started through the approval process.

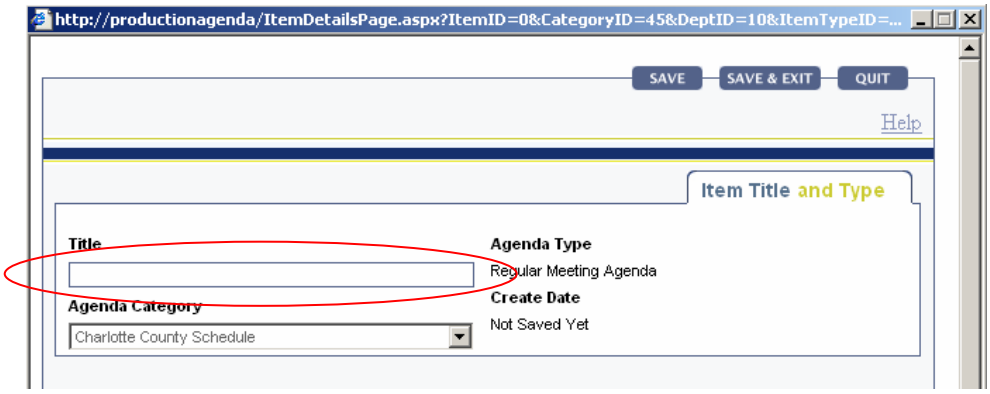
On the Home Page, click **"NEW ITEM"**

At the next screen, use the three drop down lists to enter your **DEPARTMENT, AGENDA TYPE** and **AGENDA CATEGORY** settings.

Remember *– the Agenda Category determines if the item appears on the Consent or Regular agenda. If you need an item to be considered on the Regular agenda, select the* **"REGULAR AGENDA"** *option.*

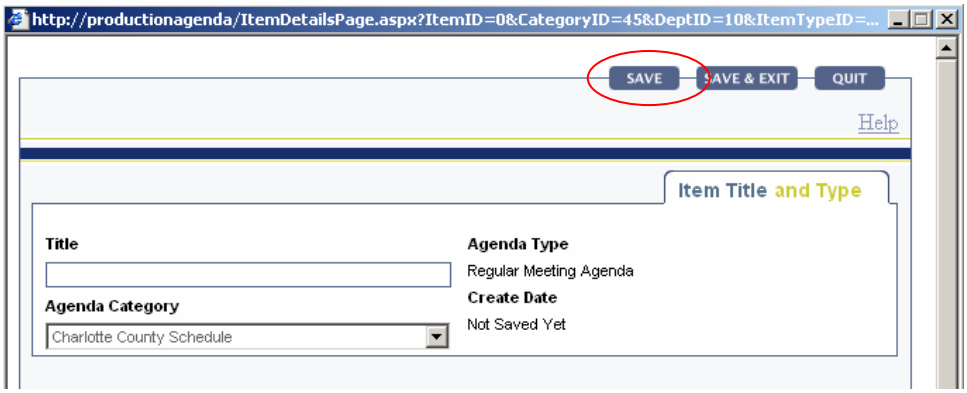
Create new item -

Enter a title for the item in the Title box. The title does not appear on the agenda. This title can be used to search for an item, so make the title as exact as possible. Specifics will speed searches.



Note: *Do not use an ampersand (&) in the title. This will cause NovusAgenda to crash when approving or viewing the item.*

Next, click **Save -**

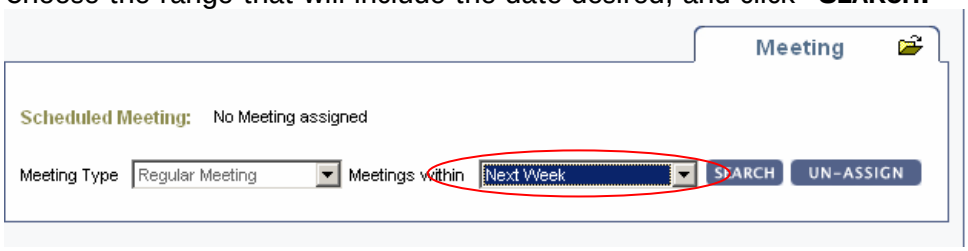


Note: *Work should be saved frequently – as with any program!*

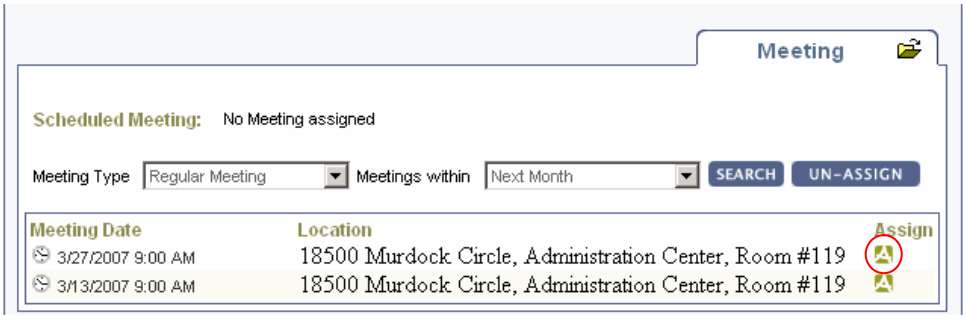
After clicking save, you will notice that three new tabs appear – **MEETINGS, ATTACHMENTS,** and **COMMENTS**.
To open each tab, click on the folder icon. Clicking again acts as a toggle switch, closing the tab.

Assign meeting date -

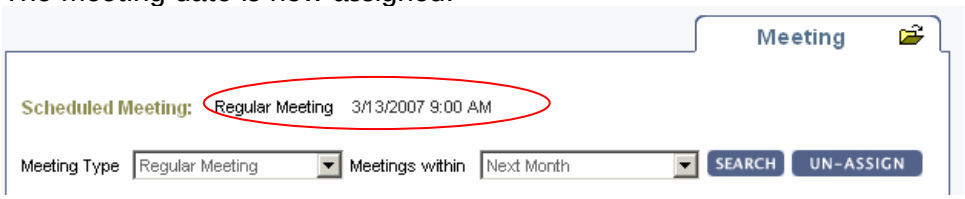
On the **"MEETINGS"** tab, click the drop-down list to reveal date ranges for upcoming meetings. Choose the range that will include the date desired, and click **"SEARCH."**



This will bring up a list of future meetings. Choose the desired meeting by clicking on the **"ASSIGN"** button.

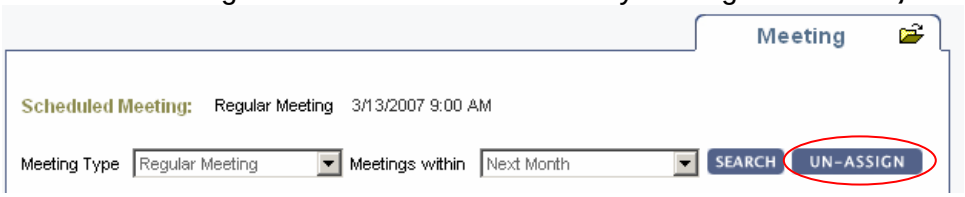


The meeting date is now assigned.



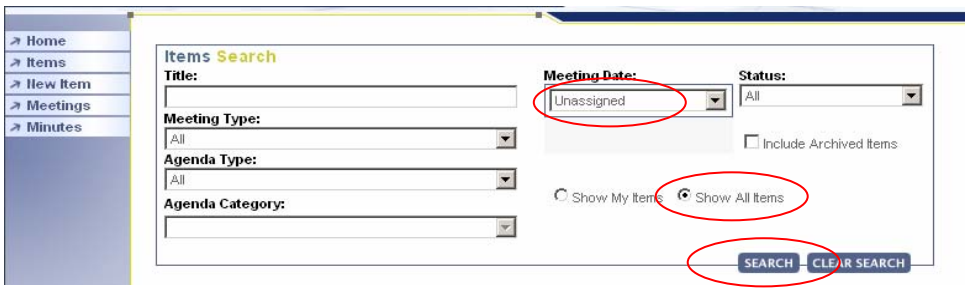
Note: *Items may be left unassigned temporarily, usually in the instance backup material is incomplete, an item was late coming to the department, etc.*

Corrections/changes to the date can be made by clicking **"UNASSIGN,"** and changing the date.



To locate items that have been left unassigned and submitted to the route, go to **"ITEMS,"**

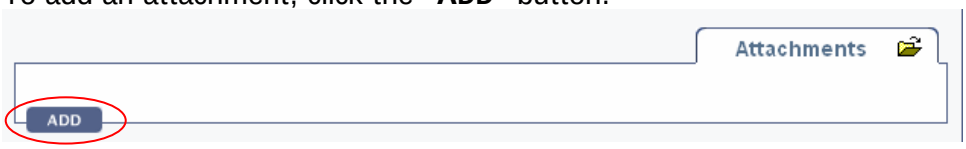
Click the **"SHOW ALL ITEMS"** radio button, and use the drop-down list to select **"UNASSIGNED,"** then use the search function to locate the list of unassigned items.



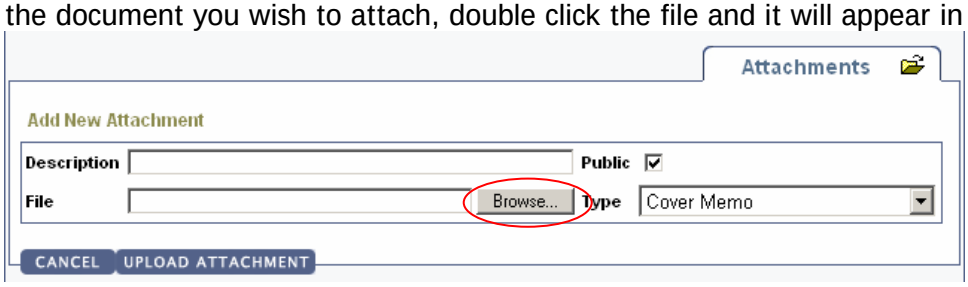
Alternately, enter the title of the item, leave the meeting date blank, and click the **"SHOW ALL ITEMS"** radio button to locate only your item.
If the item has not been submitted to the route, use the **"SHOW MY ITEMS"** function to locate the item.

To attach background material –

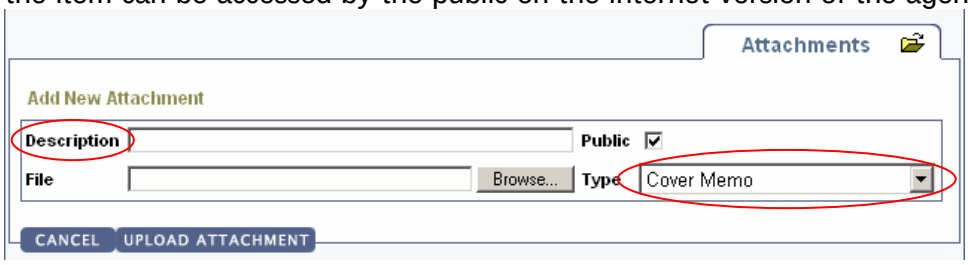
Open the **"ATTACHMENTS"** folder by clicking on the folder icon.
To add an attachment, click the **"ADD"** button.



This enables browsing to locate documents to be attached to the item. Click **"BROWSE,"** locate the document you wish to attach, double click the file and it will appear in the **"FILE"** box.



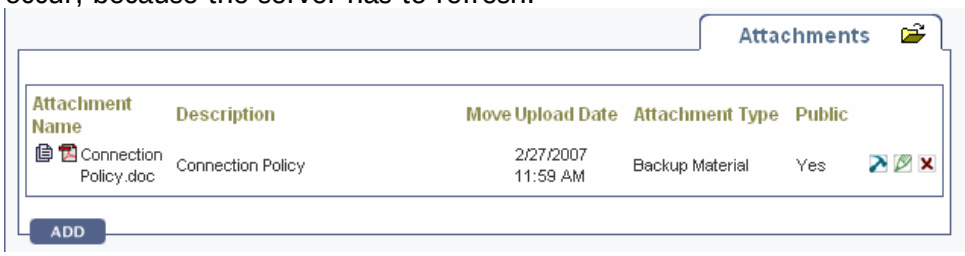
The attachment must be given a description, by placing cursor in field and typing in a name for the attachment. The type of item needs to be selected. Leave the **"PUBLIC"** box checked, so the item can be accessed by the public on the internet version of the agenda.



When this is done, click **"UPLOAD ATTACHMENT."**

After the item is attached, the appearance of the folder changes. The attachment can be viewed by clicking on the paper icon, which opens the attachment in its original format (Word, Excel, etc.) or the Adobe pdf icon. The Adobe pdf icon will not

immediately appear. Understand that the program has to convert the item before this icon will display. Often, exiting the NovusAgenda program and re-entering will cause the conversion to occur, because the server has to refresh.



If more items need to be attached, continue in the previous manner until all items have been attached. Close the **"ATTACHMENTS"** tab by clicking the folder icon. Attach only documents that necessary for the Commissioners to see. (Example - copies of newspaper advertising for Public Hearings are not necessary.) If an item is attached in error, it may be deleted by clicking the icon.

Updates and edits -

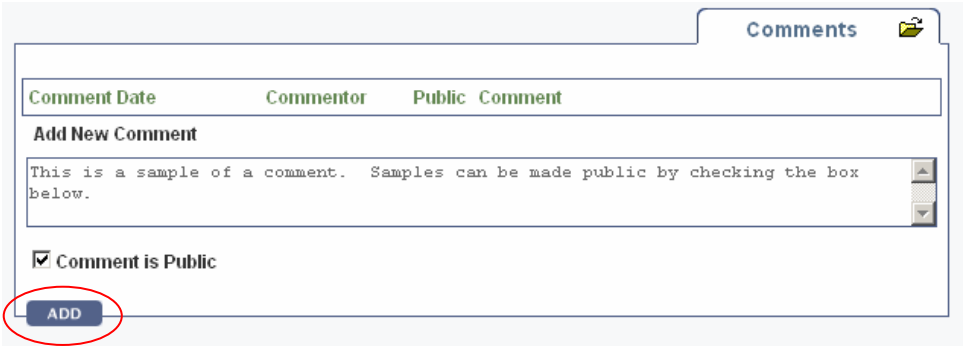
The hammer icon is for updating the content of the attachment. Clicking this button will bring up a **"BROWSE..."** button. Click the button and browse to the location on your computer where the edited version of the file has been saved, and select it. Click the **"UPDATE ATTACHMENT"** button to replace the file with the updated version. (The updated file MUST have the same name as the original.)

The pencil icon is for editing settings. You can change the description, attachment type or whether or not the item is to be made public.

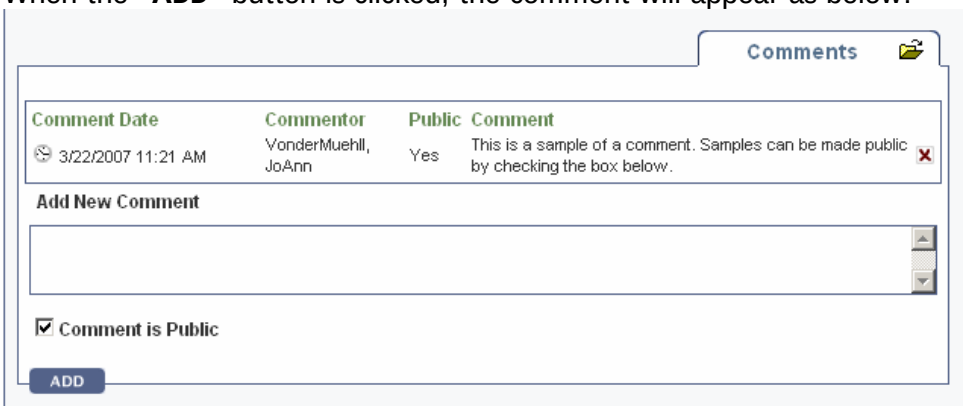
***IMPORTANT**: Attachments must be in a format that will convert to a .pdf document. For example, Microsoft Word .doc documents, Microsoft Excel .xls documents, Adobe .pdf documents will all convert. A scanned .tif document will not convert through this program, and must be converted prior to attachment through other software, such as eCopy or by printing to Adobe PDF.*

Comments -

Any information pertaining to the item that need not be made public, such as who requested the item be placed on the agenda can be entered here. Items can be made public by checking the **"COMMENT IS PUBLIC"** check box. After typing the comment in the field provided, click the **"ADD"** button. Close the Comments tab by clicking the folder icon. Comments can be added at any step in the process, until the item is closed. ***Note:** Do not use an ampersand (&) in the comments section. This will cause NovusAgenda to crash when approving or viewing the item.*



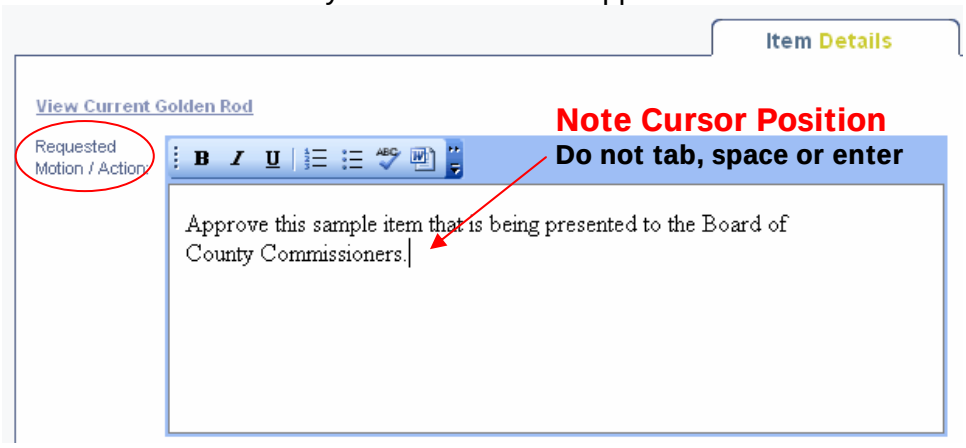
When the **"ADD"** button is clicked, the comment will appear as below:



Note that comments can continue to be added. Viewers, Approvers and Agenda Clerks can add a comment when they are working with an item. Use comments to provide any information that may be pertinent to anyone following in the workflow.

Recommended Motion / Action -

At this point, you are ready to enter the recommended action which will appear on the agenda. In the box labeled **"REQUESTED MOTION / ACTION,"** enter the text describing the action that you desire the Board of County Commissioners to approve.



This verbiage appears on the printed document in the following format:

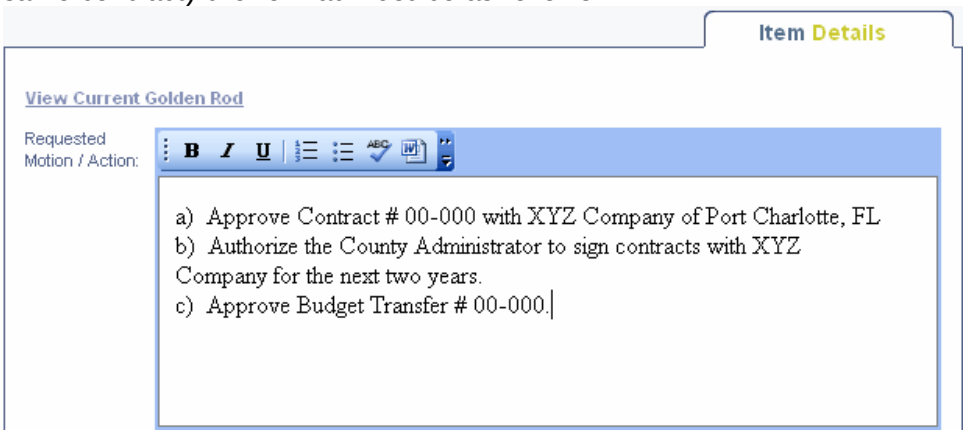
(1) **RECOMMENDED ACTION**: Approve this sample item that is being presented to the Board of County Commissioners.
BUDGETED ACTION: None

Do not tab, space, or enter at the end of the item. Doing so will create spaces in the finished product that are unacceptable.

The Requested Motion/Action should always begin with the words "Approve," "Award," or "Adopt." (Not "Request the Board approve; Recommend approval of," etc.) The item number, **RECOMMENDED ACTION**: text, and **BUDGETED ACTION**: text are automatically generated by NovusAgenda. The item should be concise, and clearly stated.

Items with multiple requests -

In the event that an agenda item has multiple requests, (such as approval of a contract, approval for the Administrator to sign subsequent contracts, and a Budget Transfer for that same contract) the format must be as follows:

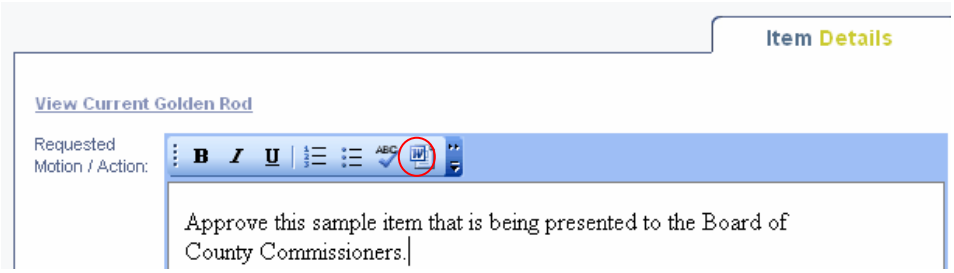


Note: *Florida is abbreviated FL. This is the standard abbreviation, which should be used consistently. All State names should be abbreviated per the standard United States Post Office abbreviation.*

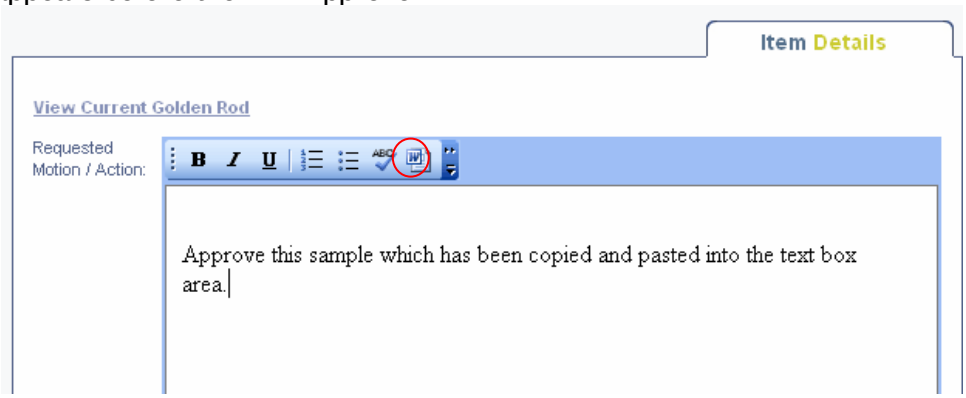
Each item is typed in; the **"ENTER"** key is struck at the end of each item. This forces a line break, which will cause the multiple items to appear as a list in the print version.

Copying and Pasting Text -

The text may be copied from another source and pasted into the box. Copy by selecting the desired text; use the Ctrl+C combination to copy, and Ctrl+V combination to paste. Once the text is in the box, be sure to use the Word cleanup button. If this is not used, the text may be lost when you exit the item.

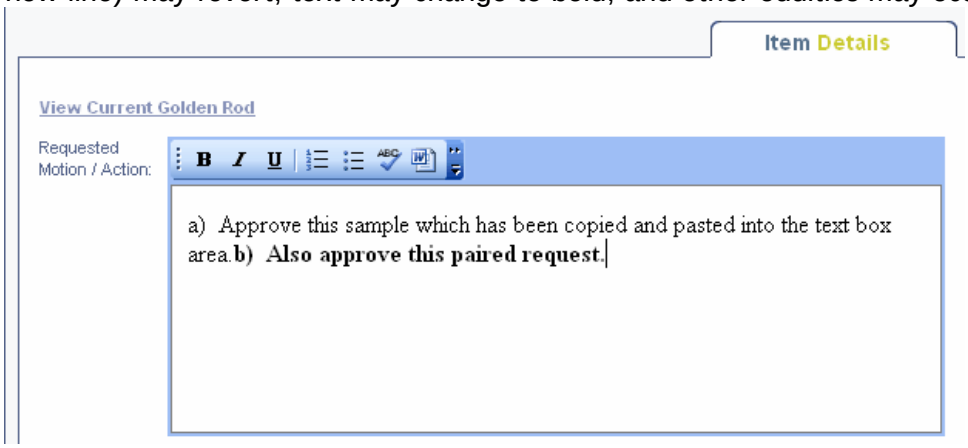


This is a sample of the text after Word cleanup has been done. Note that a blank line has been inserted before the text. This must be deleted. Place your cursor there (above the "A" in Approve) and press the delete key on your keyboard until the space is deleted, and the cursor appears before the A in Approve.



Note: *You may have to press delete multiple times to remove the space.*

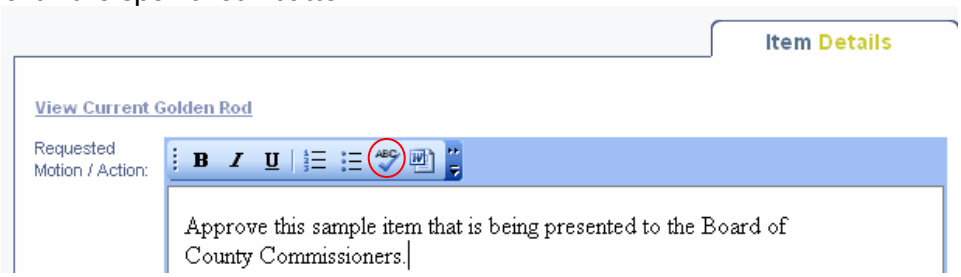
Formatting may change as well. A forced line break (striking **ENTER** to force the beginning of a new line) may revert, text may change to bold, and other oddities may occur.



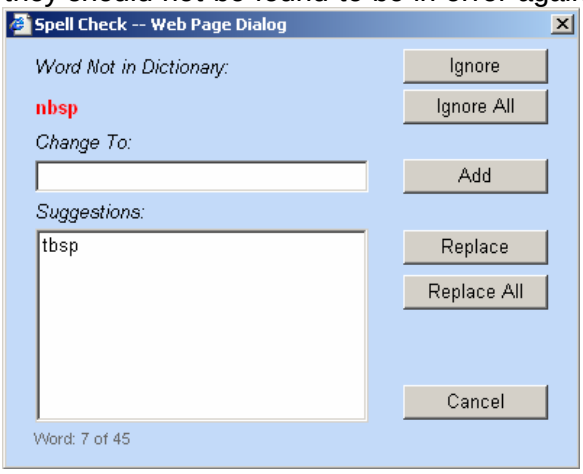
This is a glitch in the program, and there is nothing that can be done to prevent changes that occur with formatting. However, they must be corrected so that the print version, which is distributed to the Board of County Commissioners, will be generated properly. Once corrected, clicking Word clean up will not change the text again.

Spell-check -

Click the spell check button.

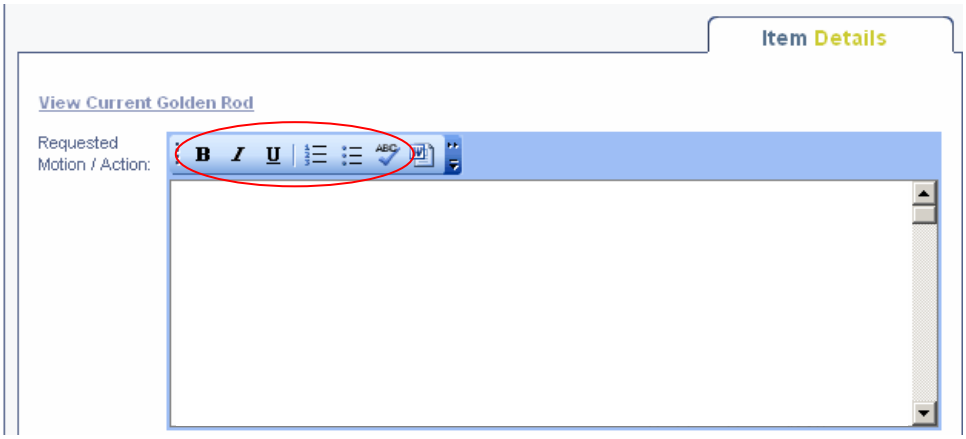


There are times that the following dialog box appears. nbsp is an HTML code that the spell checker picks up, not text that has been improperly typed. Click **"ADD"** if this occurs, and this should eliminate this problem. In addition, if the spell check feature finds other words or abbreviations that are correct (i.e. Gasparilla, MSBU) **"ADD"** places them in the dictionary, and they should not be found to be in error again.



Formatting fonts -

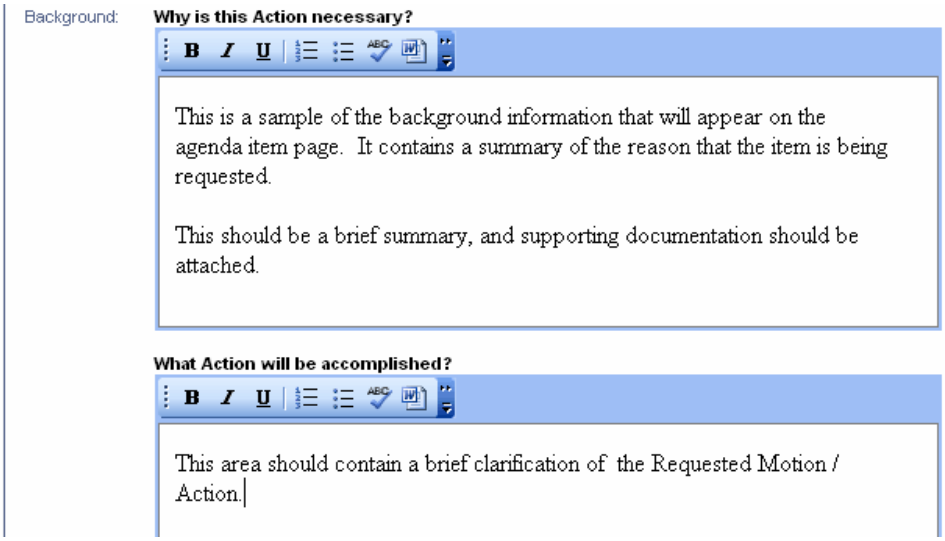
Other buttons on the toolbar include **B** to make text bold, *I* to italicize text, and U to underline text. There are buttons for bullets and numbering as well. The standard keyboard shortcuts of Ctrl+B for Bold, Ctrl+I for Italics, and Ctrl+U for Underline, function in NovusAgenda.



Once the Requested Motion/Action is formatted, click **"SAVE"** at the top of the screen, to ensure your work is not lost.

Background -

The following boxes, labeled **"BACKGROUND,"** are available to fill in a summary of what necessitates the action. (Previous direction from the Board of County Commissioners, changes in legislation, vendor changes, etc.) The second box can be filled with any information to clarify issues for the Commissioners.



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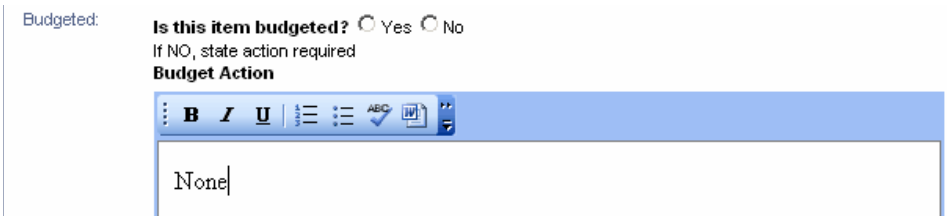
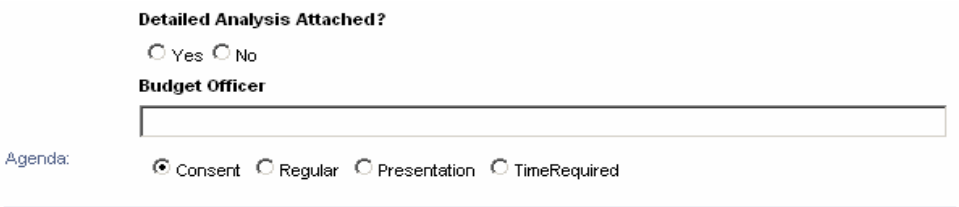
Budget -

The following two boxes are for Budget information. If the item has been budgeted, the department should fill in the account number for the item. If the item has not been budgeted, state what action needs to occur. (i.e. Budget Transfer, Budget Amendment) If no budget action is required, type "None" (capitalized, without punctuation).



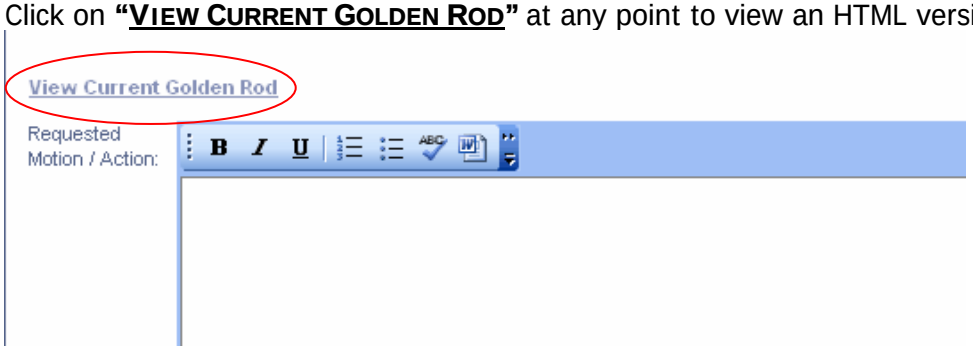
The area above the text box, (Is this item budgeted?) and the items below are included to enable preview on the **"VIEW CURRENT GOLDENROD**" page, but do not appear on the agenda.



*Clicking on the "**REGULAR**" radio button will not automatically put the item on the Regular Agenda – Remember that must be done by assigning the Agenda Category.*

View Current Golden Rod -

Click on **"VIEW CURRENT GOLDEN ROD"** at any point to view an HTML version of the item.



This opens the item to the view that appears on the public website:

Charlotte County Board Of County Commissioners
Agenda Item Summary

1 DEPARTMENT MAKING REQUEST

County Administration

2 MEETING DATE

4/10/2007 9:00:00 AM

3 REQUESTED MOTION/ACTION

a) Approve Contract # 00-000 with XYZ Company of Port Charlotte, FL
b) Authorize the County Administrator to sign contracts with XYZ Company for the next two years.
c) Approve Budget Transfer # 00-000.

4 AGENDA

5 IS THIS ITEM BUDGETED (IF APPLICABLE) -

Budget Action
None
Financial Impact Summary Statement
Detailed Analysis Attached -
Budget Officer -

6 BACKGROUND (Why is this Action Necessary, and What Action will be accomplished)

This is a sample of the background information that will appear on the agenda item page. It contains a summary of the reason that the item is being requested.

This should be a brief summary, and supporting documentation should be attached.
This area should contain a brief clarification of the Requested Motion / Action.

7 RECOMMENDED APPROVAL AND DATE

Division / Department Director	Purchasing Director	Other	Other	County Attorney	County Administrator

8 COMMISSION ACTION

- ☐ **Approved**
- ☐ **Denied**
- ☐ **Deferred** - Date to bring back
- ☐ **Other** -

Addendum - The addendum drop down list should not be changed from “None.” This is a function to be used by the Agenda Clerk, to indicate any changes, additions or deletions from the final agenda.

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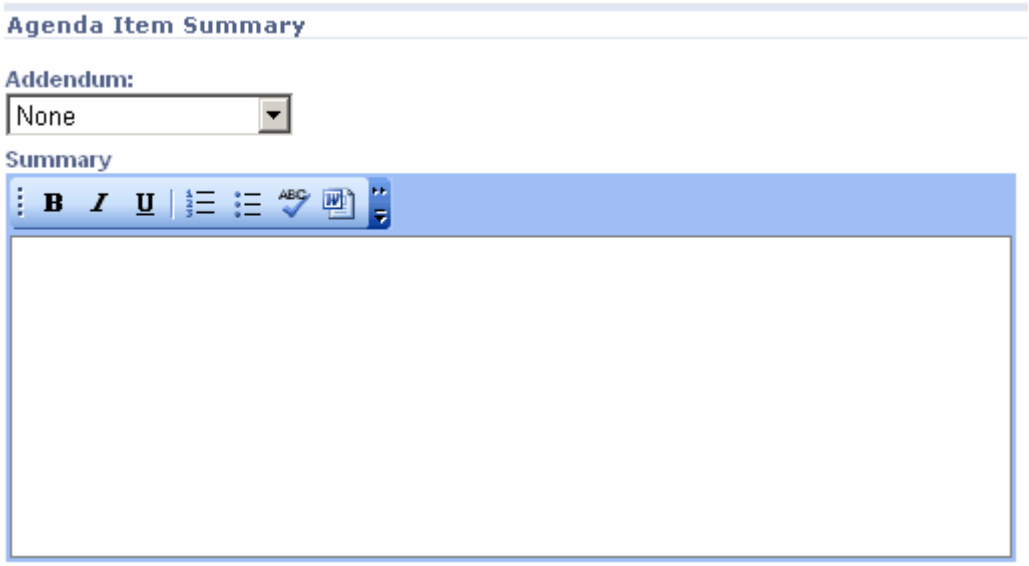
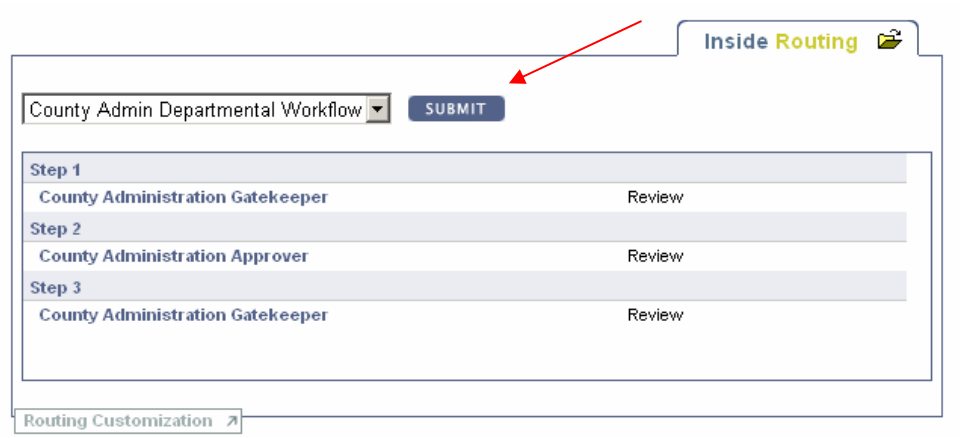


Summary -

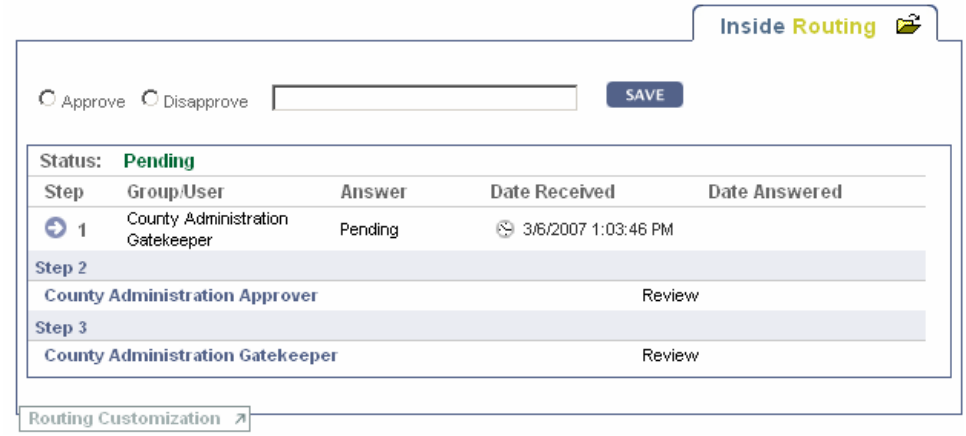
The next box is **"SUMMARY."** This was previously used to enter the text that would be visible on the agenda. However, since in most cases the Recommended Action box was duplicated, this has been disabled, so there is no value in entering anything into this box.

Once the item is completed, submit it to the route, by clicking the **"SUBMIT"** button.



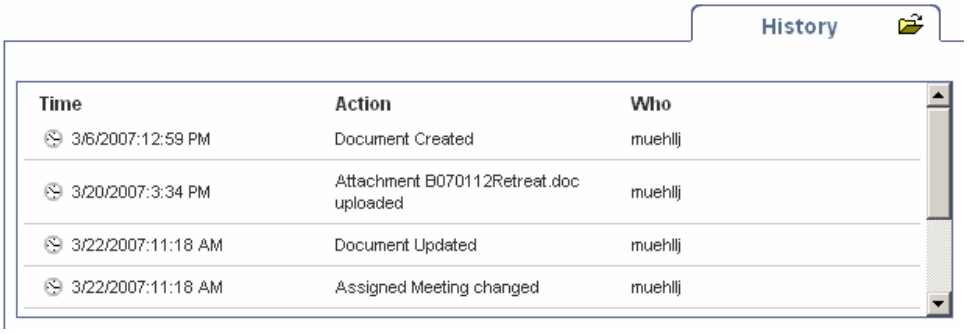
Workflow -

At this point, the item goes to the departmental **"GATEKEEPER."**



Workflows are predetermined approval sequences. If there is an item that needs review or approval from a department that is not in your workflow, the text may be emailed or faxed to the additional department(s). Once reviewed, approval can be faxed or emailed back to the originator, and uploaded as an attachment.

The remaining item is the **"HISTORY"** tab. Opening this tab allows the viewer to see every step that the item has taken since its creation. Any time an item is opened, an action taken, and the **"SAVE"** or **"SAVE AND EXIT"** button clicked, the action is recorded in this area.



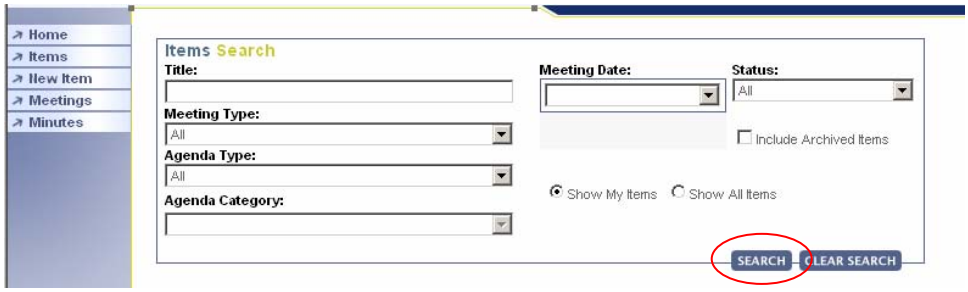
The Creator function may overlap with the Gatekeeper function. (The departmental Gatekeeper creates an item.) In this case, the Creator must submit the item to the workflow, and then "**APPROVE"** the item as the Gatekeeper to ensure that the item exits the department and enters the designated workflow.

Gatekeeper:

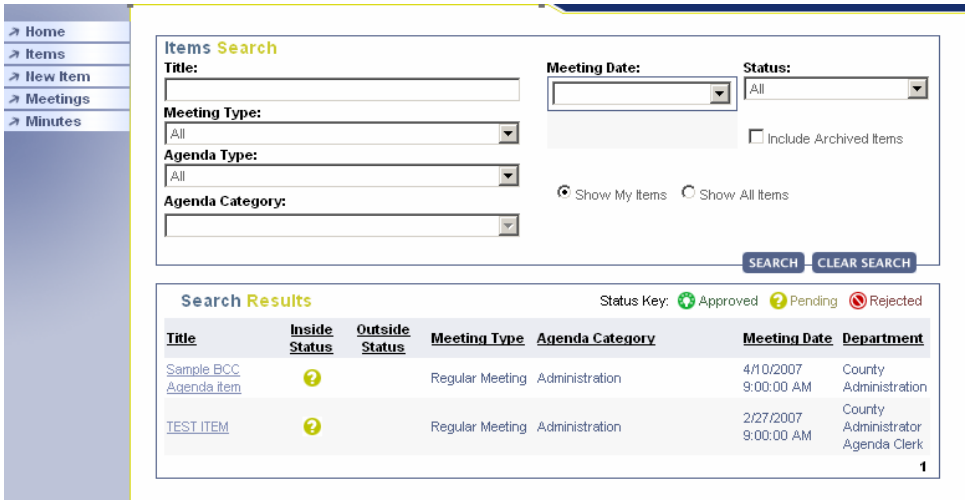
The Gatekeeper function only exists in larger departments with multiple divisions. The Gatekeeper monitors items that enter and leave the department. The Gatekeeper also sends items to the correct workflow within the department. When an item enters the departmental workflow, the Gatekeeper will automatically receive an email to the regular Outlook account, from NovusAgenda.

At this point, the gatekeeper will log into NovusAgenda, select the **"ITEMS"** option:

By default, the **"SHOW MY ITEMS"** radio button is selected. Click "Search" to bring up a list of items which are now in the departmental workflow.

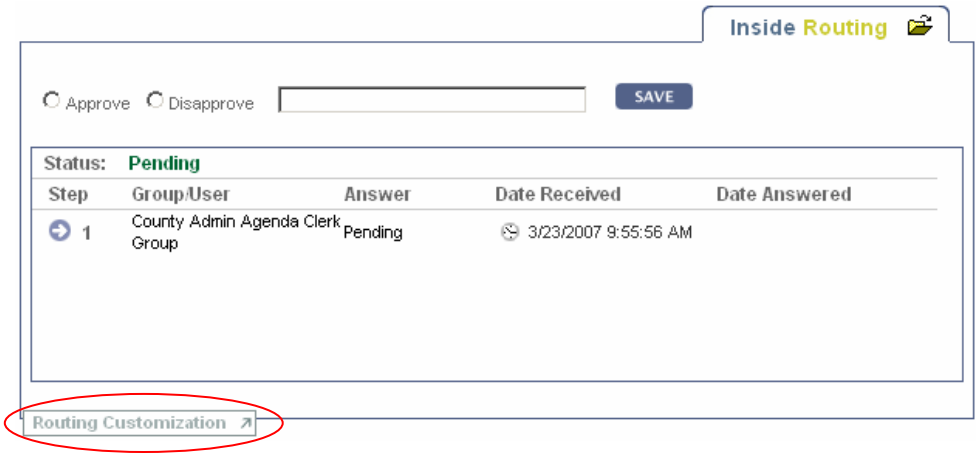


Note the Status Key: Approved Pending Rejected



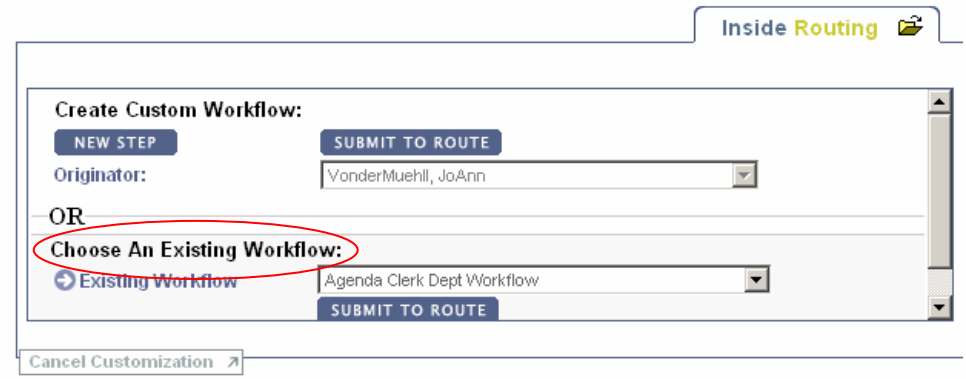
Single clicking on the item title will open the item.

Scroll to the bottom of the page, to the **"INSIDE ROUTING"** dialog box. To forward the item to the appropriate reviewer, click the **"ROUTING CUSTOMIZATION"** button.



It is important to remember to use the **lower** half of the **"INSIDE ROUTING"** dialog box. Attempting to Create a Custom Workflow will result in the item becoming lost, and no one will be able to retrieve it.

CHOOSE AN EXISTING WORKFLOW by using the drop-down list in the lower portion of the dialog box.



Use the drop-down list to choose which reviewer the item should be sent to, and then click the **"SUBMIT TO ROUTE"** button.

When the reviewer has approved (or disapproved) the item, it will return to the Gatekeeper's queue. At this point, the Gatekeeper must approve the item so it will exit the department.

Depending on whether the item was originated in the Gatekeeper's department, if the Gatekeeper disapproves the item, two things can happen.

Did the item originate in the Gatekeeper's department?

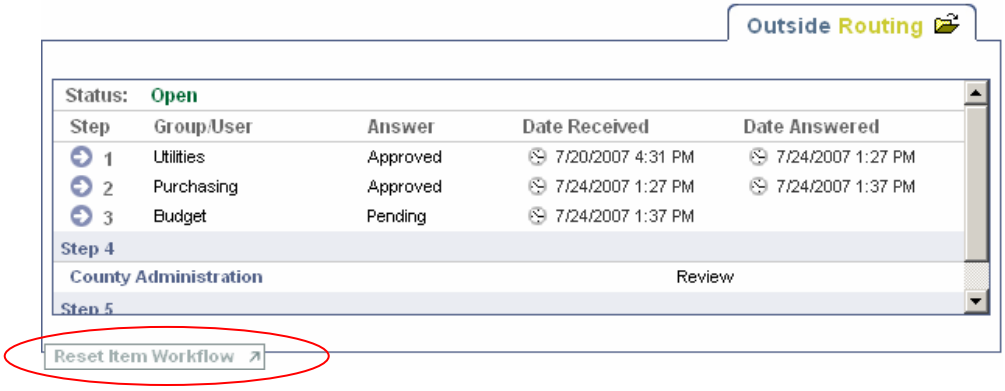
Yes

Item "Disappears." This is essentially the same as deleting the item.

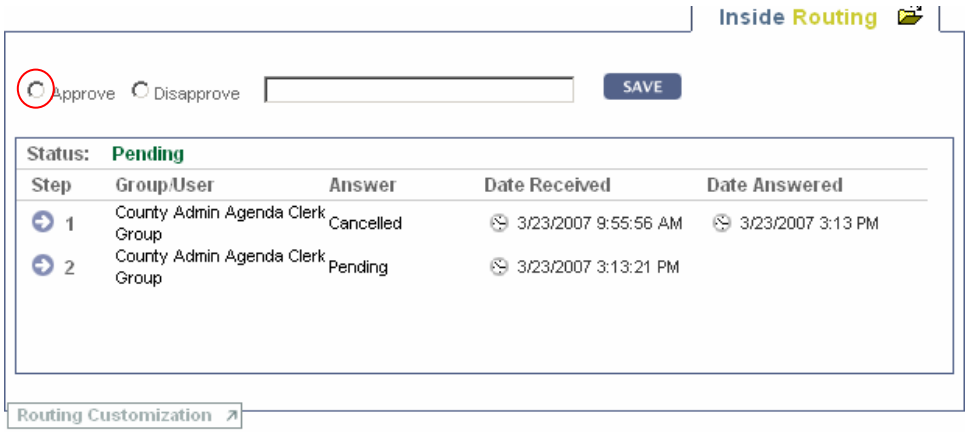
No

Returns item to originating department – to the first step in the route containing a person with approval rights (usually the Gatekeeper)
Goes through originating department's default route

If the item is still in the originating department, and needs to be returned to the Creator, use the **"RESET ITEM WORKFLOW"** option, which can be accessed in the **OUTSIDE ROUTING** folder.



This option should be used very cautiously. There are no warning pop-ups, and the item will be returned to the originator. This can cause an item to be delayed which can result in omission from the Agenda.



APPROVE will move the item to the next person in the workflow process. An email will be sent to the items creator, informing them that the approval has occurred.

DISAPPROVE will return the item to its creator. ***If an item is disapproved, this would be an appropriate use of the Comments area to inform the creator of the reason for the disapproval. The item can be edited by the creator and resubmitted to the route.***
ROUTING CUSTOMIZATION will allow the item to be directed to a different divisional workflow within the same department.

When the **APPROVE** or **DISAPPROVE** radio button is selected, click the **"SAVE"** button.
Note: *The Status is now closed. This means that the item is no longer accessible to your department.*

Click **"SAVE AND EXIT."** to exit the item and complete the function.

Reviewer:

Like the Gatekeeper, the Reviewer will receive an email in Outlook, notifying them when an item is in their queue for attention. The only actions that a Reviewer can take are Approve and Disapprove, unless the item originated in their own department.

APPROVE will move the item to the next person in the workflow process. An email will be sent to the items creator, informing them that the approval has occurred.

DISAPPROVE will return the item to the Gatekeeper. The Gatekeeper can make any necessary changes and re-approve the item, which will return the item to the reviewer. Or, the Gatekeeper can disapprove the item which will return the item to the creator. An email notification of the disapproval will be sent to the creator. ***If an item is disapproved, this would be an appropriate use of the Comments area to inform the creator of the reason for the disapproval. The item can be edited by the creator and resubmitted to the route.***

Approver:

The approver can view items that are currently in their queue, make any necessary changes, and approve or disapprove them. They can make changes to all items in their queue, even those that originated outside their department. As in other roles, the Approver will receive email notification when an item enters their queue for approval.

APPROVE will move the item to the next person in the workflow process. An email will be sent to the items creator, informing them that the approval has occurred.
DISAPPROVE will return the item to the Gatekeeper. The Gatekeeper can make any necessary changes and re-approve the item, which will return the item to the reviewer. Or, the Gatekeeper can disapprove the item which will return the item to the creator. An email notification of the disapproval will be sent to the creator. ***If an item is disapproved, this would be an appropriate use of the Comments area to inform the creator of the reason for the disapproval. The item can be edited by the creator and resubmitted to the route.***

Agenda Clerk:

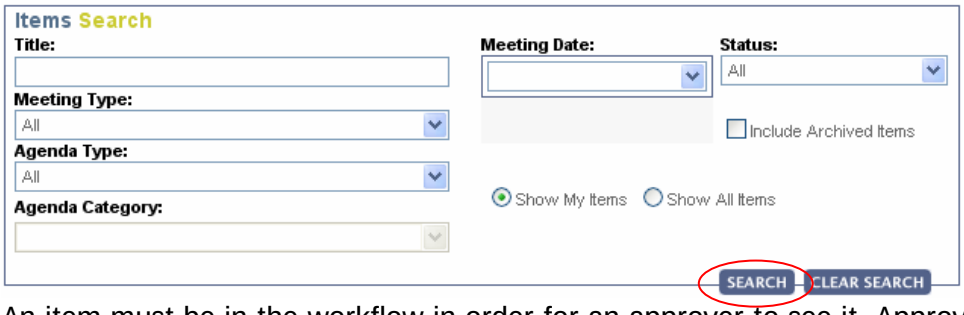
The agenda clerk is the last approver in every workflow. The agenda clerk finalizes and prints the agenda for distribution. They can make any necessary changes to items. In order to move an item out of their queue, they can take one of two actions:

1. **APPROVE:** This will mark the item as being 'Closed;' this means it will appear on the final agenda. An email will be sent to the item's creator, notifying them that the item has received final approval.
2. **DISAPPROVE:** This will move the item back to the originating department, and mark it with a status of 'Rejected.' When the Agenda Clerk disapproves an item, the item's creator will receive an email notification.

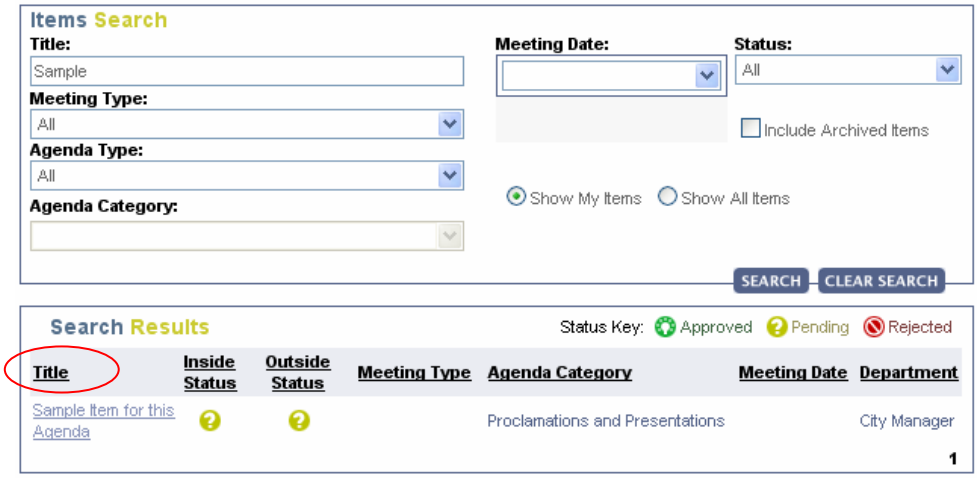
When an item is sent to your queue for review, you will receive an email notification. To begin working with the item, log into the NovusAgenda software and locate the item in your queue.

To search for an item, click on the **ITEMS** button in the left navigation area.

Search options will display at the top. Once you have chosen your search criteria, click the **SEARCH** button.



An item must be in the workflow in order for an approver to see it. Approvers have the option of searching "Show My Items" or "Show All Items".
Show My Items will return search results for items that need action. The status will be displayed using the green, yellow and red icons.



To open an item, click on the **TITLE** for that Item.

The details page of the item will appear.

Here, the agenda clerk acts as a gatekeeper, determining which Administrator should give final approval to an item, using the same method as previously described.

Once the approval (or disapproval) occurs, the agenda clerk will receive an email notification that the item requires attention.

The item is opened in the same method, and at this point, the gatekeeper makes any final edits, and approves the item. Then, click **SAVE AND EXIT**. This returns you to the Items Search screen. Click search again, which will refresh the screen (the screen will "blink"). The item is routed to the agenda clerk (who in this instance is the same person as the gatekeeper). Re-open the item, and approve, save, then save and exit.

Explanation of Approve/Disapprove

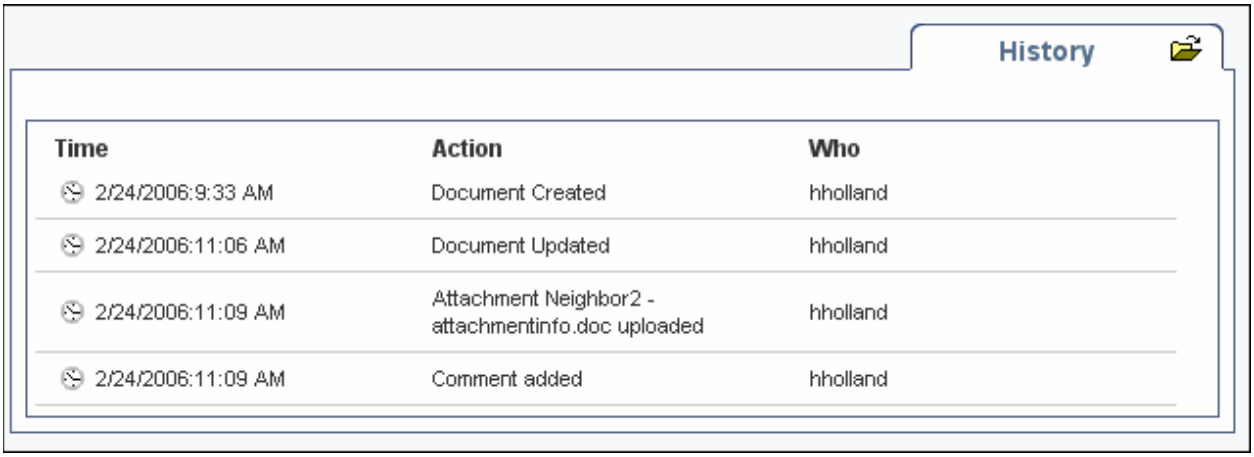
When you mark an item as being approved, that item will move to the next step in the Route. If you mark an item as being disapproved, it will be returned to your department's Gatekeeper for action. In smaller departments that do not have a Gatekeeper, a disapproved item will either return to the originating department (for an item created in an external department) or it will be terminated completely (in the case of an item created by your own department). As a result, it is extremely important that you think carefully about the desired results before you disapprove an item. In most cases, if you feel there are changes that need to be made to an item, you will simply make those changes yourself and then approve the item.

View Item Route

OUTSIDE -The route for item approval throughout the whole organization where the item has been and where it is going.

INSIDE - The route for item approval through the specific department that it is in where the item has been and where it is going.

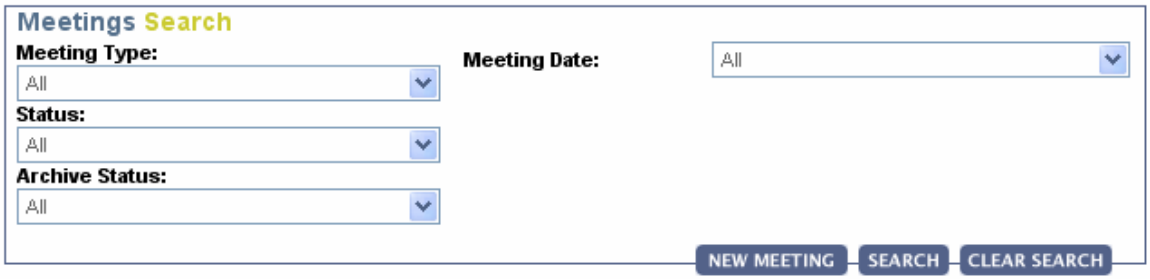
History



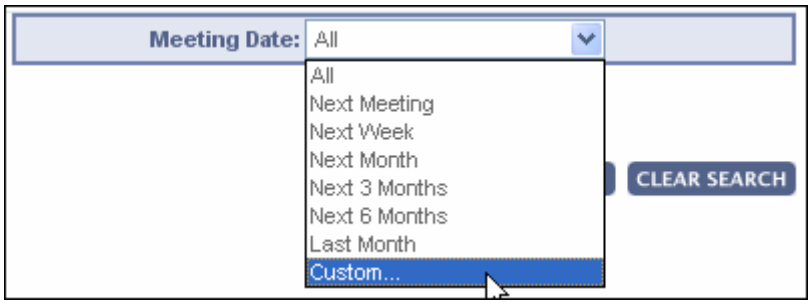
When you expand the history section you can see the history of the item and who has done what action.

Search for an existing meeting

Select from any of the fields or a combination of fields to locate an existing meeting.

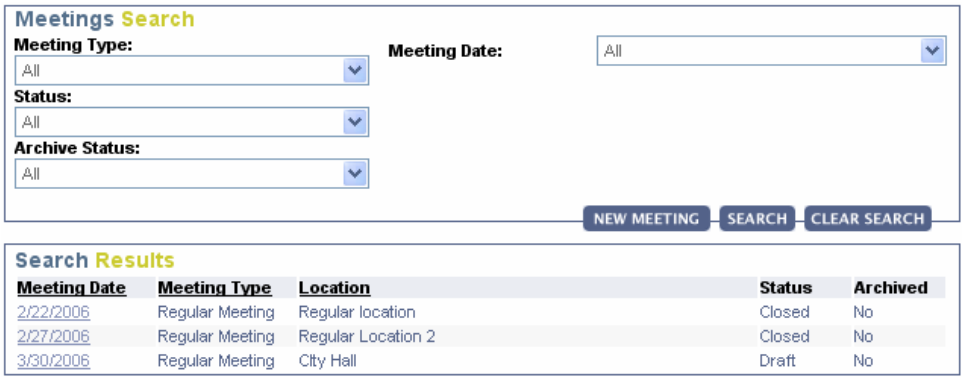


To search for a meeting on a specific date, choose custom from the **MEETING DATE** drop down box.



When you select custom, additional fields will display to choose the dates to search on. Use the button to the right of the date display to choose from the calendar.

After you have specified the necessary criteria for the search, click the **SEARCH** button.



The meetings that match the specified criteria will display below the criteria.

To see the details of a meeting, click on the underlined **MEETING DATE.**

Edit an existing meeting

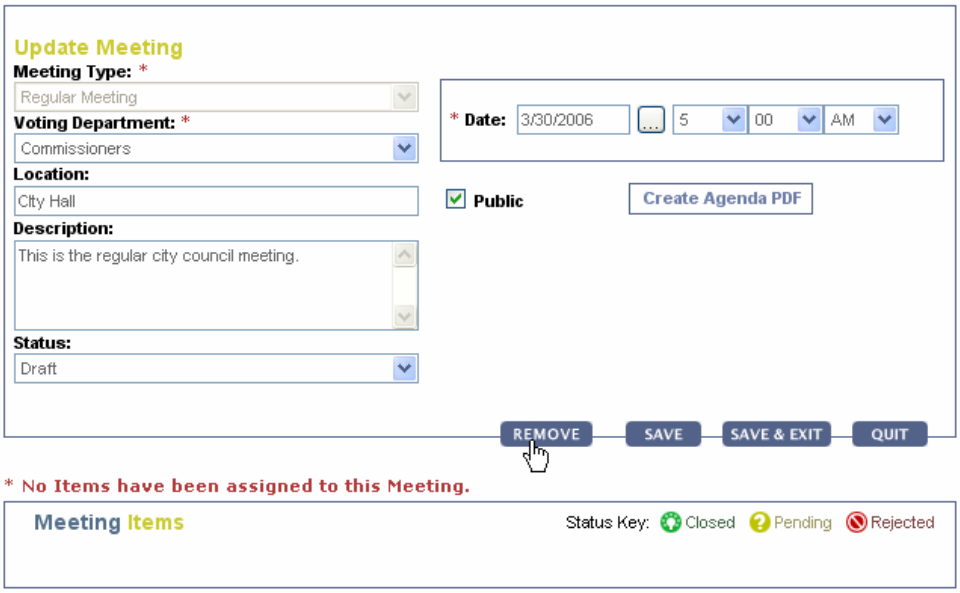
If changes need to be made to an existing meeting, search for the meeting that needs to be modified and click on the meeting date to open the details of the meeting.

On the meeting details screen, you can make any necessary changes to the meeting. The only field that cannot be changed once a meeting has been created is the **MEETING TYPE** field. If you need to change the meeting type field you will need to delete the meeting and create a new meeting. You are able to change the date, time, location, status, and whether or not this meeting should be public.

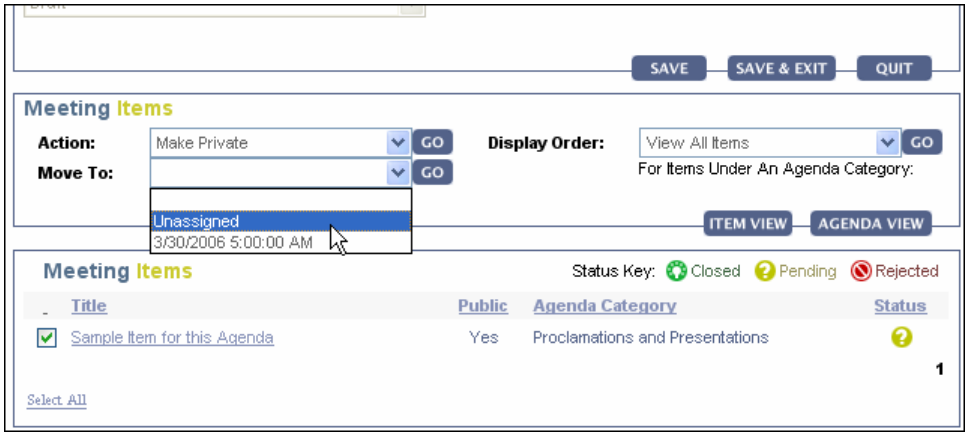
The status options for a meeting are Draft, Closed for Final Approval, and Closed. A meeting will stay in draft status until all items assigned to that meeting are closed and you are ready to close the meeting to all users and make the meeting available on the public site. You cannot change the status of a meeting until all items are closed. Once all items are closed the drop down box will become an active drop down box.

Delete a meeting

In order to delete a meeting, the meeting must not have any items assigned to it.



If there are items assigned to a meeting, you will need to remove the items from the meeting before the **REMOVE** button will appear.



To remove the items from the meeting, check the boxes to the left of the items. Then select an option from the **MOVE TO** drop down box on the right above the list of items. In this drop-down list you will see an option for Unassigned and the dates of any open meetings. Once you have made a selection click the **GO** button and you will receive a message that selected items were successfully moved.

Once there are no items assigned to the meeting the **REMOVE** button will show and you can delete the meeting.

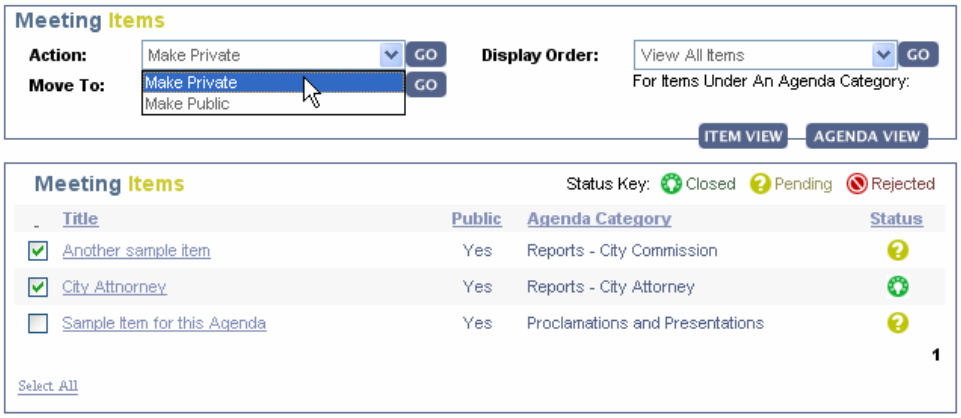
Manage meeting items

In meeting items there are two views of the items, **ITEM VIEW** and **AGENDA VIEW**. Item view allows you to see the list of items and agenda view allows you to see the items in a preview of the actual agenda document.

Here is an example of item view:

Here is an example of agenda view:

In **ITEM VIEW**, you can make certain changes to several items at the same time.



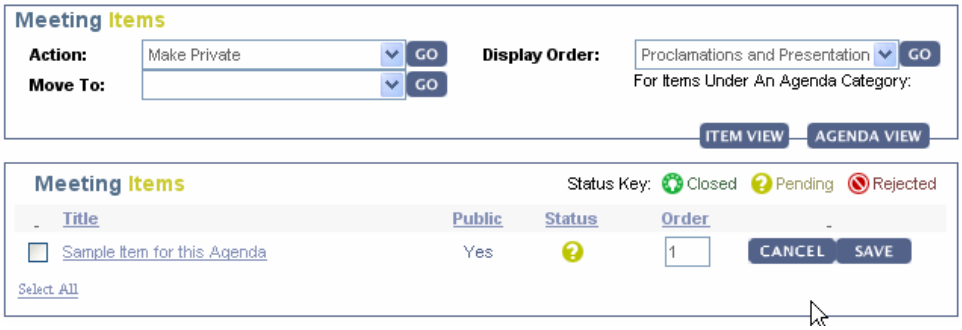
Ordering Items

To set the order of how items appear on the agenda, select the category from the **DISPLAY ORDER** drop down box.

Once you choose a category and click **GO**, the items that currently belong to the category will be filtered from the rest of the items.

Once the items are filtered by category you can set the order of the items by clicking the **Edit** button to the right of the item.

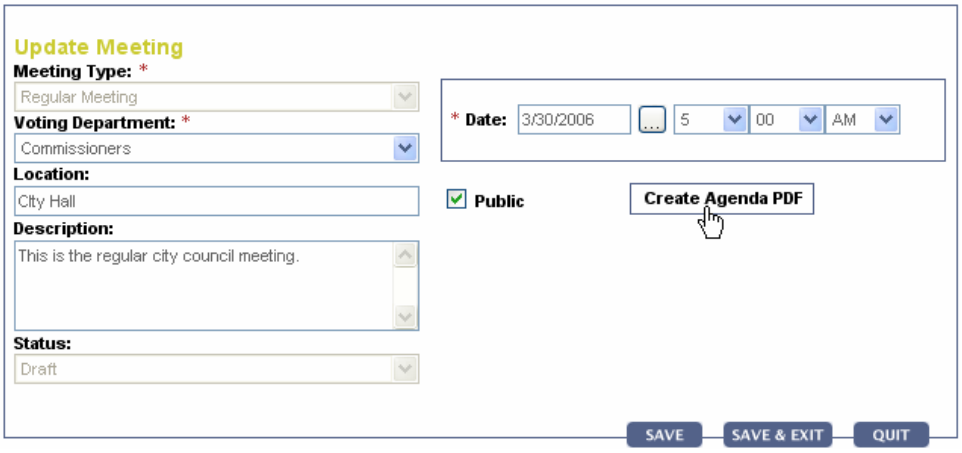
When the edit button is clicked a new box appears for you to enter an ordinal value for this item. In this field, you can only enter numeric values.



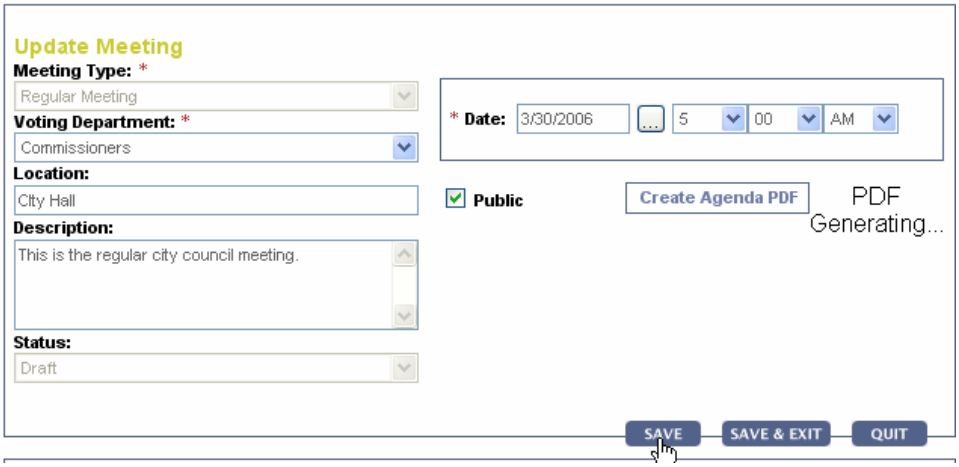
Once you have entered a number for the item, click the **Save** button to the right of the item.

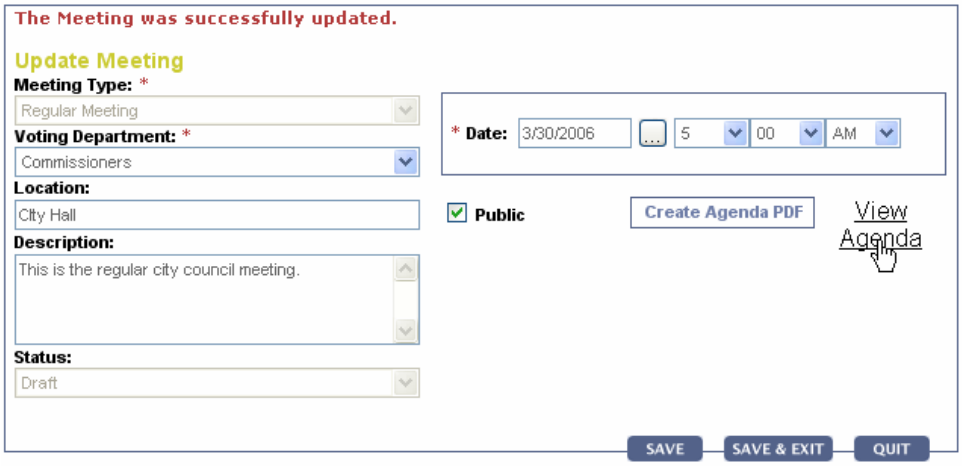
Generate a PDF version of an agenda meeting

When a meeting is marked public, there is a **CREATE AGENDA PDF** button available.



When clicked this button will compile a pdf version of the entire agenda meeting including the main agenda pages, item approval sheets (if any), and all attachments. Click **CREATE AGENDA PDF**, a pop up window will appear showing the status of compilation.



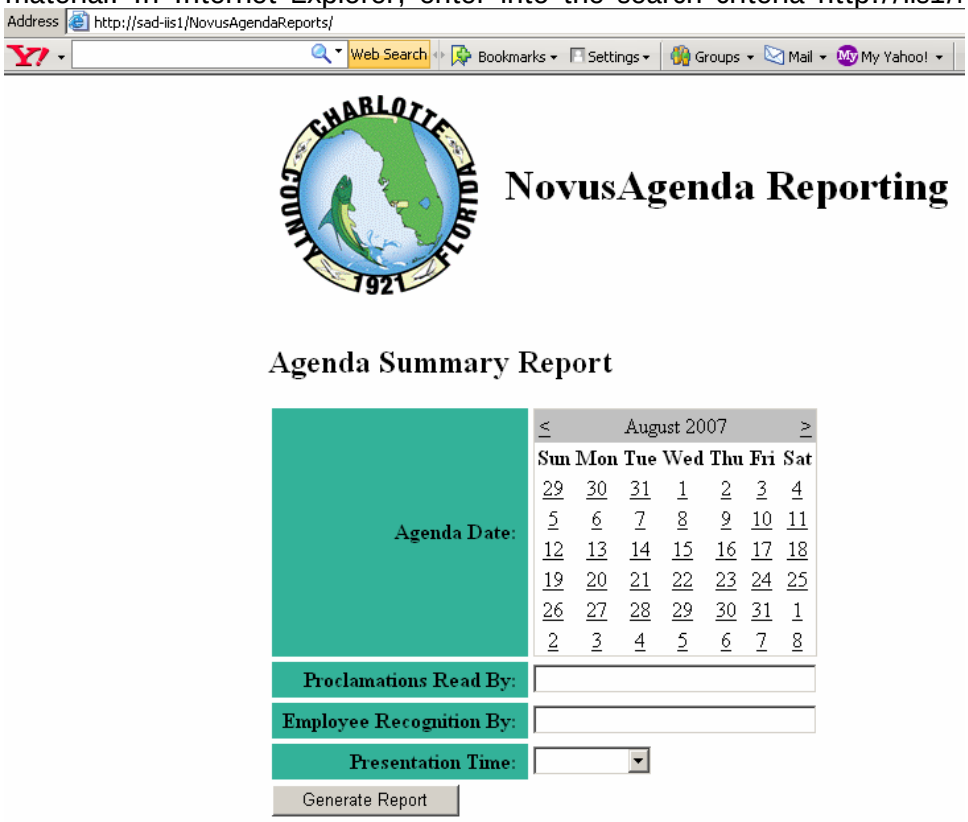


Now there is a **VIEW AGENDA** link next to the Create Agenda PDF button. Click this link to see the pdf file of the whole agenda, including the goldenrod view and attachments.

The agenda clerk is responsible for printing and distributing the agenda packets to the Board of County Commissioners, the Commissioner's Recording Secretary, the County Attorney, the County Administrator, the Clerk of the Circuit Court and the Minutes Division. The pdf file is the version that is used for printing the goldenrod views of each item along with the backup material. One copy of the file should be printed in segments of 100 pages (or less) at a time, to prevent spooling problems with the printer. This single sided printout is used for the Recording Secretary's packet. Each item should be separated, (paperclip each item with its backup material separately) and any original documents (such as Ordinances, Resolutions, or Contracts) with signatures/needing signatures attached.

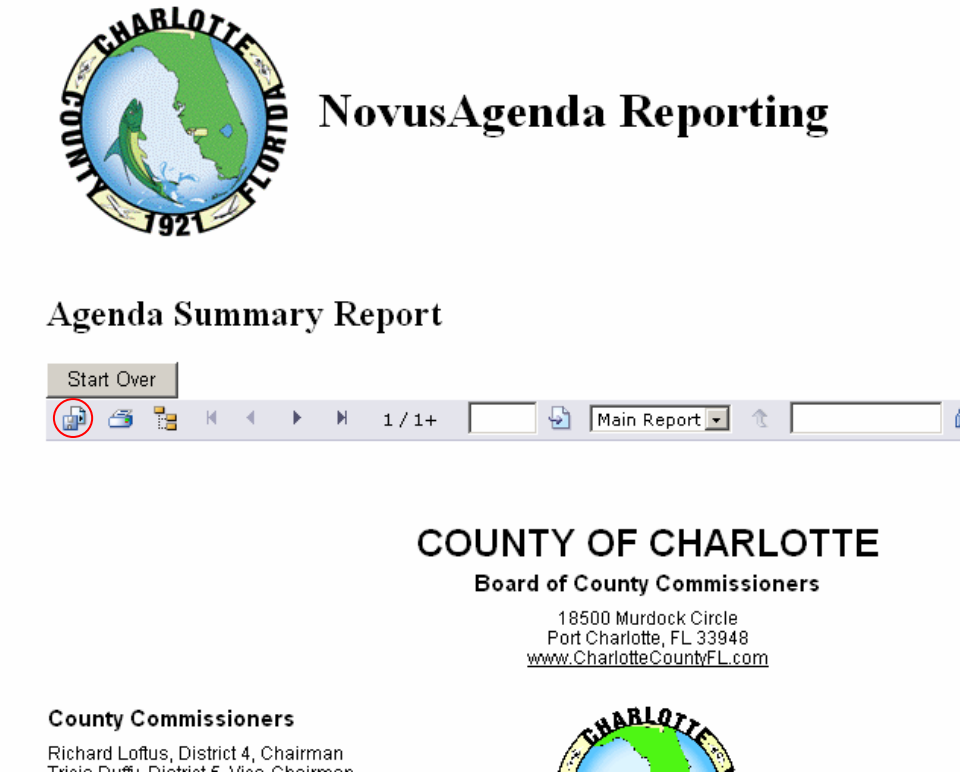
Nine double sided copies of each item should be copied, stapled, and placed in each agenda packet for distribution.

The agenda document is printed in a different manner than the goldenrods and backup material. In Internet Explorer, enter into the search criteria http://iis1/NovusAgendaReports/.

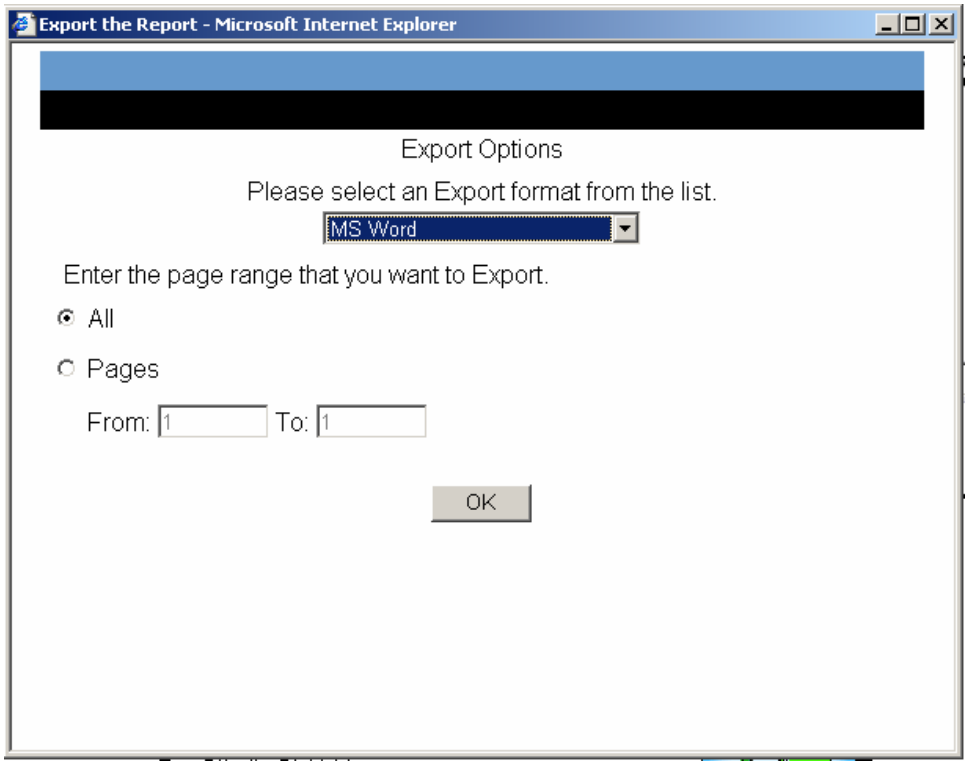


The meeting date is selected by clicking on the date. Type into each fill in field the information necessary, select the Presentation time from the drop-down list, and click **GENERATE REPORT**.

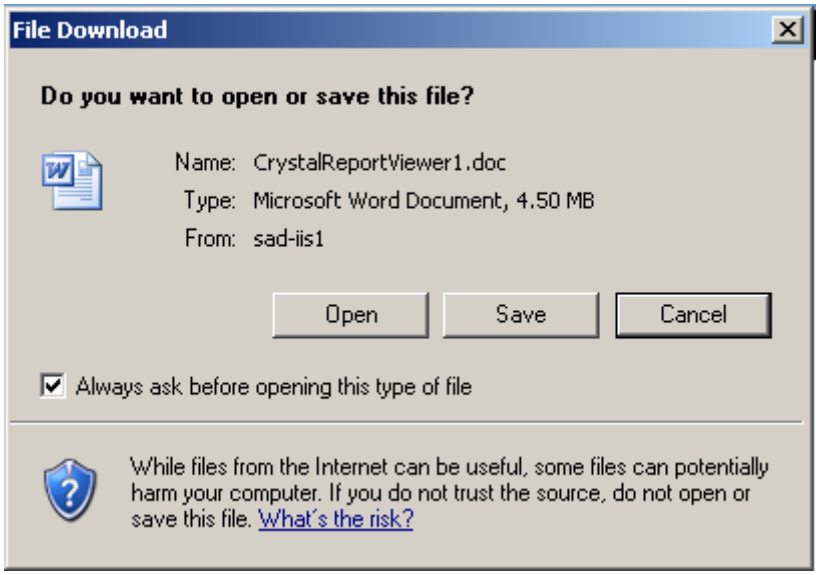
This opens a new screen. On this screen, click the icon just beneath the **"START OVER"** button



In the dialog box that opens, use the drop-down list to choose MS Word. Click OK.



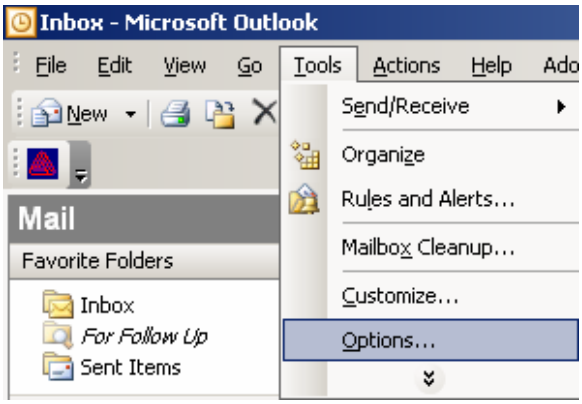
Another dialog box will open; choose “Save.”



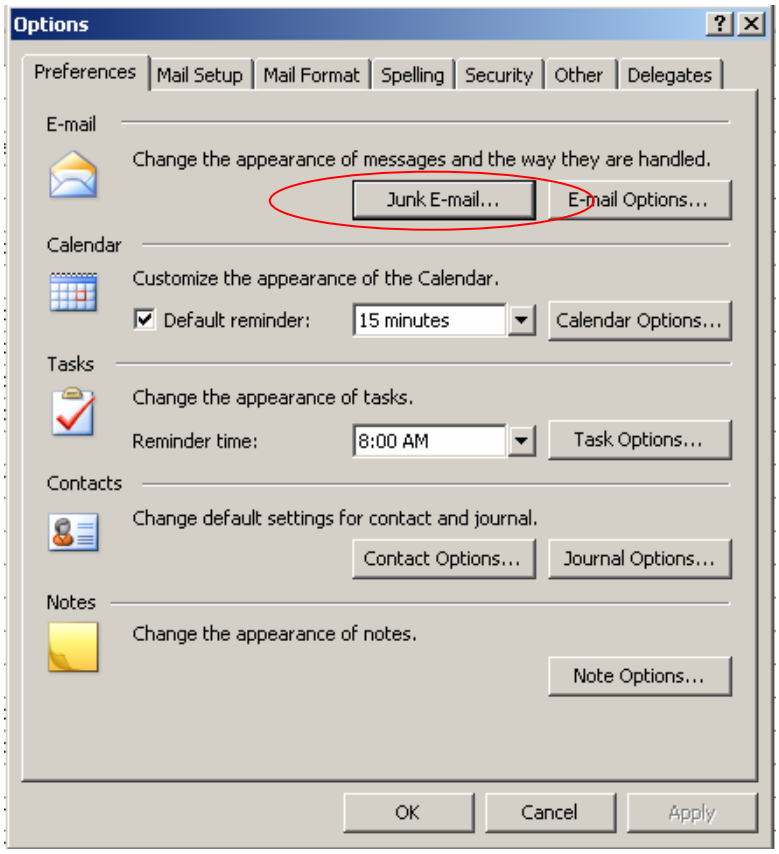
When the item is saved, formatting issues can be corrected. Remember, this is a public document which will be used by the Board of County Commissioners to conduct county business. A professional document should be consistently formatted, with proper grammatical composition and correct spelling.

JUNK MAIL

NovusAgenda generates email alerts to notify users that there is an item requiring attention. Sometimes, the emails are diverted into the Junk Mail folder in Outlook. To prevent this from happening, open Outlook, and select **TOOLS**, then **OPTIONS:**

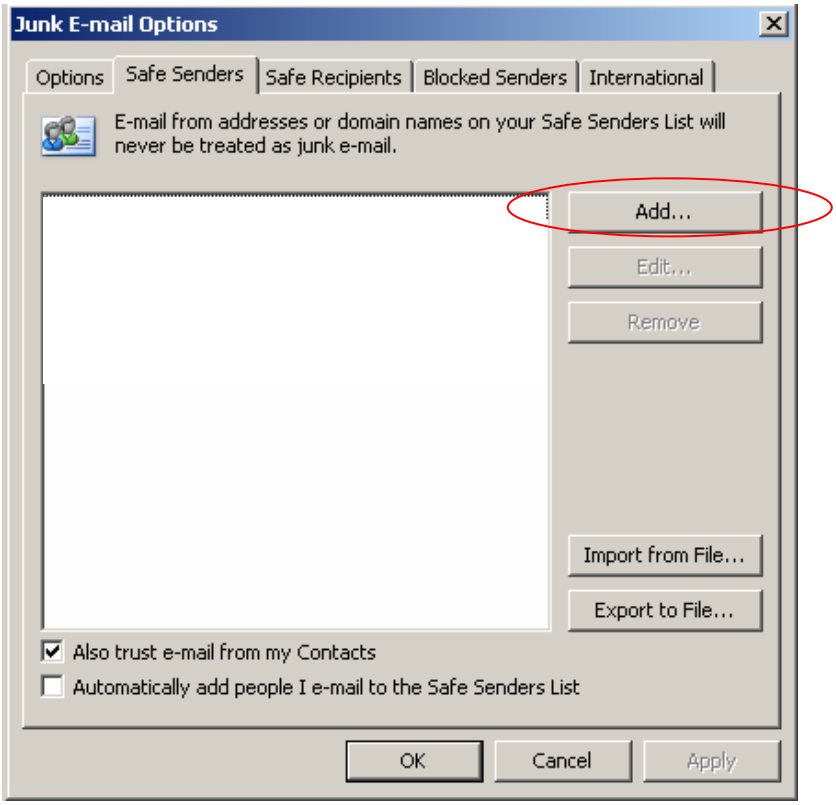


Select **"JUNK E-MAIL…"**

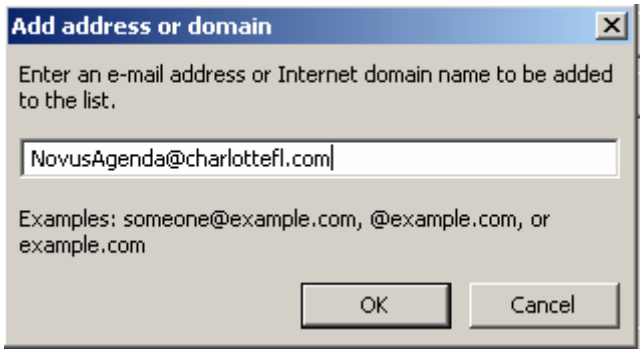


The **JUNK E-MAIL OPTIONS** dialog box will appear:

Select the **SAFE SENDERS** tab, and then click the **"ADD…"** button.



The **"ADD ADDRESS OR DOMAIN"** dialog box will appear:



Enter the email address NovusAgenda@charlottefl.com and click OK.

The email address should now show up in the list of safe email addresses. Click OK to leave the **"JUNK E-MAIL OPTIONS"** dialog box, then OK again to leave the **"OPTIONS"** window.

5.04 STYLE GUIDE FOR BOARD DOCUMENTS

ORIGINATING DEPARTMENT: Communications & Marketing	ADOPTED: July 22, 2008

PURPOSE:
To build a strong, cohesive identity through the use and display of our logo and vision statement. The public must be able to easily recognize the services and programs provided by Charlotte County Government.

POLICY:
The Charlotte County *Style Guide* is a handbook to creating and maintaining the Charlotte County Government brand. Specific use of our identifiers from placement to color and size help us promote a unified County image. All County employees are to follow the standards set forth in the Charlotte County *Style Guide.*
The Communications & Marketing Department shall be responsible for ensuring compliance by all departments to the County branding and graphic policies.

Exception: Because of their specialized nature, partnership agreements and/or special audiences, the following are permitted to use unique identifiers in lieu of the County seal/logo: Tourism Bureau, Economic Development, Fire/EMS and CCTV-20. They are encouraged, however, to use the County seal/logo whenever possible or when appropriate.

PROCEDURE:
The *Style Guide* is attached.

SCHEDULED REVIEW DATE: As needed	AMENDED:

Charlotte County
Style Guide

Prepared by
Communications & Marketing
2007

Return to Table of Contents

Dear Employees:

As Charlotte County reaches to *Exceed Expectations in the Delivery of Public Services*, it is of vital importance that we build a strong, cohesive identity through the use and display of our logo and vision statement. The public must be able to easily recognize the services and programs provided by Charlotte County Government. To accomplish this, we must be diligent in adhering to brand management principles throughout the organization.

The Charlotte County identity is based on the single principal that we are all one organization. While we have many departments providing exceptional service, we must not lose sight of the fact that these are County services, and must endeavor to promote and clearly identify all of the many services the County provides under this one umbrella.

The *Charlotte County Style Guide* is your handbook to creating and maintaining the Charlotte County Government brand. Specific use of our identifiers from placement to color and size is detailed here to help us promote a unified County image. Communications & Marketing will supervise brand management and can assist you with any questions you may have on the branding program.

I thank you for your full support in this effort. The adherence to these guidelines will insure that Charlotte County Government is represented clearly, consistently and professionally. Together we will strengthen the positive identity of Charlotte County Government.

Sincerely,

Bruce Loucks
County Administrator

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PART 1 - History

Charlotte County was created by an act of the Florida Legislature in 1921. Until 1969, Charlotte County used an outline of the courthouse as their identifier. At that time, the Charlotte County Board of County Commissioners held a contest asking citizens to design an official County seal. The winner was an art student at Charlotte High School. The design shows the location of the County on a map of Florida and highlights the great tarpon fishing for which this area is known. Around the outside of the seal you can find two orange blossoms, a sail boat, and an airplane.

PART 2 - Purpose of the County Logo/Seal

The Charlotte County logo is a valuable asset that symbolizes the quality and consistency of the Charlotte County Government's services. Charlotte County has developed a strong mission/vision/value program that reflects the core values of the organization.

Mission: To be the energy in making Charlotte County a beautiful and enriching place to live.

Vision: To exceed expectations in the delivery of public services.

Values:

- Integrity
- Customer Service
- Partnership
- Innovation
- Stewardship

PART 3 - Purpose of the Style Guide

The purpose of this *Charlotte County Style Guide* is to facilitate consistent and proper use of the Charlotte County brand. Such use protects the integrity of the brand, and provides continuity throughout the County and State where the logo is used.

This *Style Guide* was designed to assist those using the Charlotte County logo by providing easy-to-follow instructions regarding proper use of the mark in varying situations, illustrations and examples, and ready-to-use high resolution, downloadable images (available on Charlotte web.

PART 4 - To Whom this Style Guide Applies

The provisions outlined in this *Style Guide* apply to Charlotte County Government employees, consultants and vendors, and third parties licensed by Charlotte County Government to use the Charlotte County logo/seal for commercial or noncommercial use.

PART 5 - Ownership of the County Logo and Permission to Use

Permission to use the Charlotte County logo is granted to employees as it pertains to their daily tasks. Third-party use of the logo for commercial or noncommercial use must be granted by Charlotte County Government in the form of a license agreement or written permission.

Because of their specialized nature and specific audiences, the following departments are permitted to use unique identifiers in lieu of the County logo:

- Tourism
- Economic Development
- Fire/EMS
- CCTV20

PART 6 - Logo Elements

The logo is comprised of unique elements that, when used together, represent and identify Charlotte County Government. These elements should NEVER be used separately. Following are the color values to be used in commercial printing.

Pantone and CMYK Color Breakdowns

Pantone 349 @ 65%		80, 20, 80, 5	60, 20, 0, 0		Pantone 285 @ 75%
Pantone 362 @ 90%		60, 0, 85, 0	20, 0, 0, 0		Pantone Yellow @ 20%
Pantone 380 @ 80%		20, 0, 60, 0	40, 0, 0, 0		Pantone Yellow @ 40%
Pantone 3155 @ 85%		80, 30, 40, 0	0, 0, 0, 0		White
Pantone Cyan @ 20%		20, 0, 0, 0	0, 0, 0,100		100 Black

PART 7 - Tagline / Vision Statement

The Charlotte County logo may be used in conjunction with our tagline. The County tagline is to be used in all correspondence and may be used in brochures, flyers, posters, etc. When used, the tagline, “To Exceed Expectations in Delivery of Public Services,” must be formatted in Verdana typeface. This typeface is available in most software programs, or a downloadable True Type font is available on Charlotte’s Web. When used together, the tagline should be centered below the logo.

PART 8 - Clear Space

The Charlotte County logo should not touch another logo or design element or occupy the same space. As a general guide, a minimum of ¼” clear space should surround the logo, regardless of the physical size of the image when reproduced.

PART 9 - Using the County Logo with Other Logos

The Charlotte County logo may be used in conjunction with other logos, as long as adequate clear space is maintained between them. The following are the design standards for developing promotional materials using multiple logos.

- The Charlotte County logo is to be the dominant or parent logo on all collateral documents produced by Charlotte County Government.
- When used with another logo (as may be required by grant obligations or partnership agreements) the Charlotte County logo shall be at least 25% larger than any other logo appearing in the same document.

PART 10 - Logo Size

The Charlotte County logo may be enlarged or reduced, retaining its exact proportions. The logo should be reduced to a size no smaller than what will print clearly, cleanly and legibly. For enlargements, especially for billboards, displays and road signs use an EPS format or other “vector” based format of the logo. These formats will not distort the logo when enlarging. Other formats tend to become distorted or pixilated when enlarged. Do not attempt to recreate or redraw the official Charlotte County logo.

PART 11 - Typeface / Font

The font along the edge of the Charlotte County logo is Helvetica Neue Condensed Bold typeface.

The associated taglines use the Verdana typeface.
A sample of Verdana typeface is shown below. This font is standard on most software programs or can be downloaded from Charlotte’s Web

Verdana Font - AaBbCcDdEeFf

When typing correspondence, the font to be used in the body of a letter or memo shall be Arial.

Arial Font - AaBbCcDdEeFf

PART 12 - Color Palette

Color is an important element in establishing the brand identity. Consistent color usage across all media is integral to the integrity of the Charlotte County brand. Below are approved color formula variations for several print and digital formats. No other color specifications should be used.

The logo may be printed or displayed in full color, grayscale, black, white, blue or green in ONLY the Pantone colors indicated below. In situations where color is limited, use the black and white or grayscale version of the logo.

Pantone and CMYK Color Breakdowns for Full Color Logo

Used in commercial printing.

Pantone 349 @ 65%	80, 20, 80, 5	60, 20, 0, 0	Pantone 285 @ 75%
Pantone 362 @ 90%	60, 0, 85, 0	20, 0, 0, 0	Pantone Yellow @ 20%
Pantone 380 @ 80%	20, 0, 60, 0	40, 0, 0, 0	Pantone Yellow @ 40%
Pantone 3155 @ 85%	80, 30, 40, 0	0, 0, 0, 0	White
Pantone Cyan @ 20%	20, 0, 0, 0	0, 0, 0, 100	100 Black

PMS Color Breakdowns

Used for collateral marketing materials such as logos on mugs, pens, T-Shirts and ribbons.

PMS 072 PMS 348 PMS 872

PART 13 - Unacceptable Applications / Uses

The following list identifies those applications or uses of the logo that are considered unacceptable by Charlotte County.

- Overlaying text or images on top of the Charlotte County logo

- Removing elements of the logo (the logo should always appear in its entirety)
- Using unapproved colors or producing the logo and tagline in two different colors (On materials such as mugs, shirts and other promotional merchandise, the logo may be blind embossed or debossed, embroidered on fabric, or etched into glass, plastic or metal)

- Screened back. (An exception is granted for use during television broadcasts or video productions.)
- Reproduced from unauthorized reproductions, redrawn, reproportioned, or modified in any way

- Changing proportions of elements or the logo in its entirety
- Changing the logo's orientation so that it appears vertically or at an angle
- Using a different typeface for the logo or tagline
- Placing the logo as a watermark, or on a strong pattern or complex shapes.
- Altering the shape of the logo by stretching or skewing
- Allowing the Charlotte County logo to share space with or touch another logo (See the PART 8-Clear Space)
- Adding elements to the logo
- Cropping the logo
- Applying special effects to the logo (i.e. outline or line drawing, italicize, drop shadow, raised letters, creating a three-dimensional version, animating, etc.)
- Using the logo as a bullet point, other form of punctuation or as a border
- Altering the spatial relationships between elements

PART 14 - Image Library

File formats

The Charlotte County logo is available for both Macintosh and PC platforms and in formats suitable for print, broadcast and digital applications. Downloadable versions are offered in both high and low resolution in BMP, EPS, GIF, JPG, and TIF file formats on Charlotte's Web.

"To Exceed Expectations in the Delivery of Public Services"

1 Full-color logo
BMP, EPS, GIF, JPG and TIF formats

2 Full-color logo with black tagline. BMP, EPS, GIF, JPG and TIF formats

3 Blue logo PMS 072
Illustrator, BMP, EPS, GIF, JPG and TIF formats

"To Exceed Expectations in the Delivery of Public Services"

4 Blue logo with blue tagline
Illustrator, BMP, EPS, GIF, JPG and TIF formats

5 Green logo PMS 348
Illustrator, BMP, EPS, GIF, JPG and TIF formats

"To Exceed Expectations in the Delivery of Public Services"

6 Green logo with green tagline
Illustrator, BMP, EPS, GIF, JPG and TIF formats

"To Exceed Expectations in the Delivery of Public Services"

7 Greyscale logo
Illustrator, BMP, EPS, GIF, JPG and TIF formats

8 Greyscale logo with black tagline. Illustrator, BMP, EPS, GIF, JPG and TIF formats

9 Black logo
Illustrator, BMP, EPS, GIF, JPG and TIF formats

"To Exceed Expectations in the Delivery of Public Services"

10 Black logo with black tag-line. Illustrator, BMP, EPS, GIF, JPG and TIF formats

"To Exceed Expectations in the Delivery of Public Services"

11 White positive logo
Illustrator, BMP, EPS, GIF, JPG and TIF formats

12 White positive logo with white tagline
Illustrator, BMP, EPS, GIF, JPG and TIF formats

Public Works

13 Full color logo without background for use in embroidery
Illustrator, BMP, EPS, GIF, JPG and TIF formats

14 Full color logo without background for use in embroidery with black department name. Illustrator, BMP, EPS, GIF, JPG and TIF formats

PART 15 - Graphic Images and File Formats

Different graphic file formats are required for different destinations, such as web graphics or commercial printing. Remember that high resolution images, 300 dpi (dots per inch), can be easily scaled down.

The reverse is not recommended. A low resolution image (72 dpi), cannot be scaled up (or pixels added) and will produce low quality results when used in commercial printing. Following are a few common uses for graphic images, associated computer programs and image file types.

Commercial Printing
Software like InDesign and Quark are the professional's choice. High resolution TIFF and EPS images are preferred for commercial printing. Placing low resolution images in these documents may result in less than optimal results — fuzzy or pixilated images.

Desktop printing
For fast, lower print quality documents, Microsoft Publisher and Word can produce acceptable results.

Slide Presentations
PowerPoint presentations require the use of JPEG formatted images, which will produce the best quality for display on a computer monitor, a screen such as television or from an LCD projector.

Web
A resolution of 72 pixels per inch is preferred for web graphics. This will include GIF and low resolution JPEGs.

Destination	Computer Application	File Fomat	Notes
Commercial Printing	InDesign QuarkXpress Illustrator Photoshop FreeHand	EPS TIFF	All graphics sent to a commercial printer should be high resolution (300 dpi or greater)
Desktop printing, Laser and Ink Jet printing	Word Excel Publisher	BMP TIFF JPEG	Graphics should be low or mid resolu-tion (150-300 dpi)
Slide Show	PowerPoint	JPEG GIF	Low resolution (72 dpi)
Web	Photoshop Ilustrator Go Live DreamWeaver Flash Image Ready Fireworks Front Page	JPEG GIF	Low resolution only (72 dpi)

Lifting Images from Web sites

All images used in County business, such as ads, flyers, posters, brochures or displays should be owned by the County. Using images copied from web sites is, in most cases, an infringement of copyright. Please restrict your use of images to photographs taken by employees, purchased from legitimate sources or available as part of a purchased graphics software package. There are a number of free and reasonably priced image sites including:

- www.morguefile.com (free)
- www.istockphotos.com (very reasonable prices ranging from $3 and up per photo)

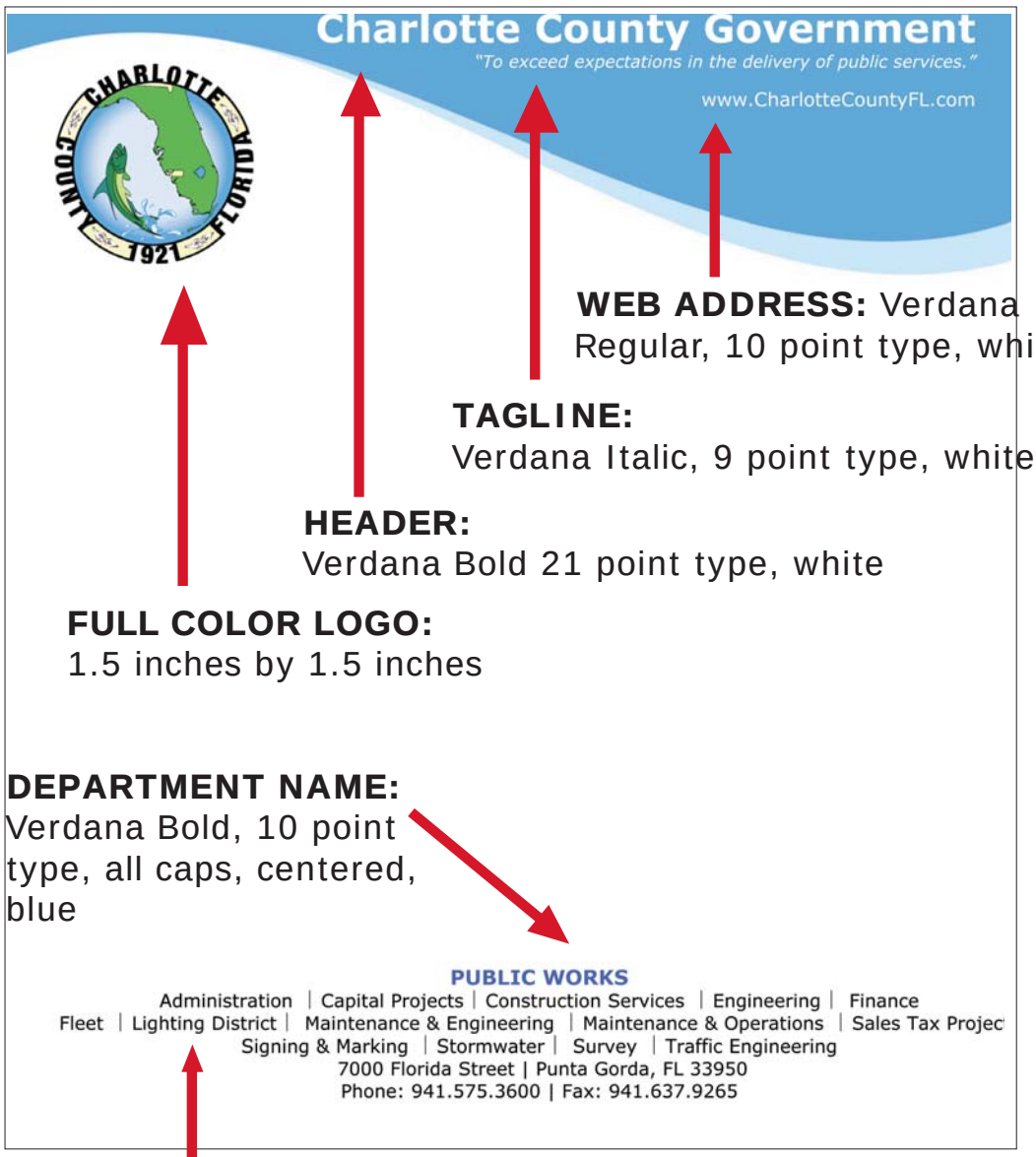
PART 16 - Templates

Correspondence

The appropriate templates for letterhead, business cards, memos, faxes and envelopes can be found on Charlotte's Web. Below are samples of letterhead and business cards. All font used in the body of correspondence shall be Arial.

Letterhead

Letterhead dimensions are 8.5 inches by 11 inches



WEB ADDRESS: Verdana Regular, 10 point type, white

TAGLINE:
Verdana Italic, 9 point type, white

HEADER:
Verdana Bold 21 point type, white

FULL COLOR LOGO:
1.5 inches by 1.5 inches

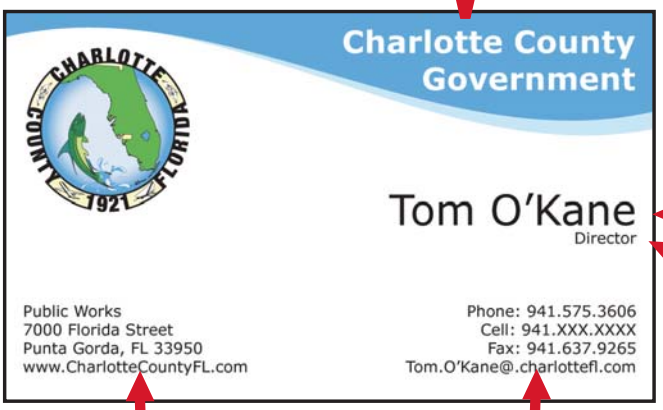
DEPARTMENT NAME:
Verdana Bold, 10 point type, all caps, centered, blue

DEPARTMENT DIVSIONS, ADDRESS, PHONE:
Verdana Regular, 9 point type, centered

Business Card

Dimensions are 3.5 inches by 2 inches

HEADER: Verdana Bold, 12 point type, regular



NAME: Verdana Regular, 16 point, black

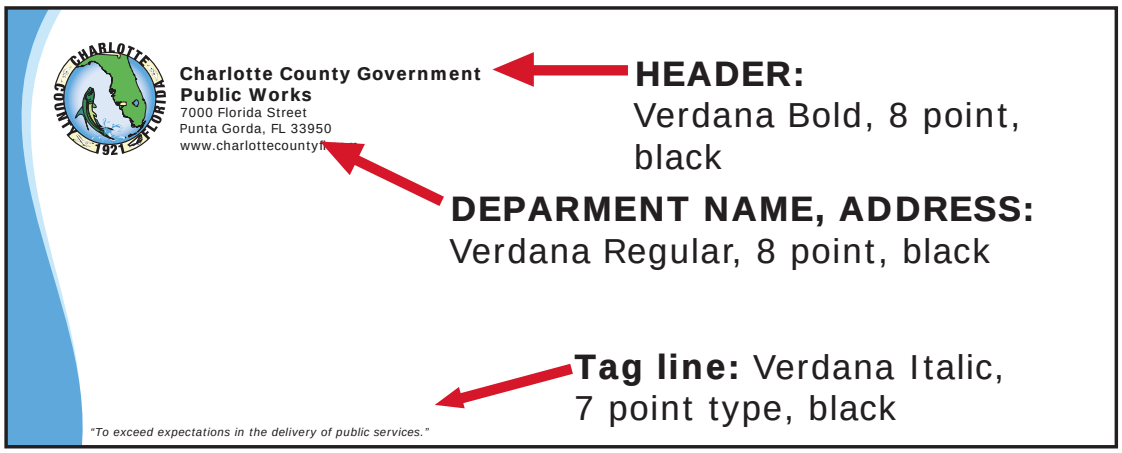
TITLE: Verdana Regular, 6 point, black

DEPARTMENT, ADDRESS, PHONE, E-MAIL: Verdana Regular, 6 point, black

Tag line: Verdana Italic, 8 point type, blue

Business Envelope

Dimensions are 9.5 inches by 4.25 inches



HEADER: Verdana Bold, 8 point, black

DEPARMENT NAME, ADDRESS: Verdana Regular, 8 point, black

Tag line: Verdana Italic, 7 point type, black

Embroidery / Clothing
Our regular vendors have been supplied with the correct County logos. Please do not ask them to change the logo or text; in doing so you will be altering the County brand and may cause your department to bear the costs of correcting the item.

When pairing the department name (or employee's name) with the logo, the text should be centered under the logo using Verdana or Arial font. Text colors shall be as detailed in PART 14 of this *Style Guide.*

Signs
All building signs, office signage and signs used on County construction sites shall meet the standards established by Facilities Construction & Maintenance.

PART 17 - Publications and Collateral Pieces

The County logo must appear on all materials produced by County departments and its use must conform to the *Charlotte County Style Guide* standards.

If a department uses their own staff or employs outside staff for design and printing services, it is the department's responsibility to insure logo rules are followed. If any publication or material fails to meet these specifications, the department will be required to reprint at its own expense. All promotional items should use the County logo with correct colors, font, proportions and size.

All printed pieces shall have one of the following statements:

> "This brochure (flyer, handout, etc.) is distributed by Charlotte County Government."

> "A program (or service) of Charlotte County Government".

All County publications shall be produced in English. If a department sees a need for documents in other languages, such requests shall be submitted to Communications & Marketing for consideration and appropriate translation. The County contracts with certified translators for these services. The costs for translation services shall be charged back to the requesting department.

See "PART 12 - Color Palette" for coordinating colors that can be used in collateral and promotional pieces.

PART 18 - Writing Standards

One of the ways that we project a unified identity is by using the same terminology throughout the organization. For all published materials, our standard writing guide is the Associated Press Stylebook, or AP Stylebook. This publication is available in most bookstores, Amazon.com or through internet subscription at www.apstylebook.com.

The following is a selection of frequently used terms and terms specific to our organization:

Charlotte County Board of County Commissioners
When first mentioned, the entire phrase should be spelled out. Subsequently, in the same piece or article, the diminutives "Board of County Commissioners" or "Board" may be used. When using abbreviations, the Board of

County Commissioners should be referred to as BCC, not BOCC.

Charlotte County Government
When referring to the organization as a whole, use the terminology “Charlotte County Government”.

Commissioner’s names
Always use title, first name and last name, as “Commissioner John Smith.” In subsequent mentions, “Commissioner Smith” is appropriate. Do not abbreviate the title. Commissioner should be capitalized when used with a name, and lower case when used alone.

Capitalization Rules
Always capitalize the word County in any internal or external publication when used in place of “Charlotte County Government”. Also capitalize the names of County Departments, Divisions and staff titles.

Departmental Names
When used in a public document, the departmental names should be spelled out exactly as listed below:

County Administrator’s Office
County Attorney’s Office
Charlotte County Utilities (CCU in subsequent mentions)
Animal Control
Budget Office
Building Construction Services
Commission Office
Communications & Marketing
Community Development
Economic Development
Emergency Management
Environmental & Extension Services (EES subsequent)
Facilities Construction & Maintenance
Fire/EMS

Human Resources
Human Services
Information Technology
Parks, Recreation & Cultural Resources
Project Management
Public Works
Purchasing
Real Estate Services
Tourist Development
Veterans Services

E-mail

E-mail users should create an e-mail signature which is automatically sent with each message. Font should be 10 point Arial for all text.

Sample email signature format (minimum requirements):

Name
Title
Department
Office Phone
www.CharlotteCountyFl.com
"To Exceed Expectations in the Delivery of Public Services"

Plain text is the best and most professional way to compose e-mail. County e-mail should not contain backgrounds, fancy fonts, multiple colors or animated images as these are not professional nor in keeping with the image Charlotte County is promoting.

Messages should be concise and to the point. It's important to remember that some people receive hundreds of e-mail messages a day, so keeping messages short will help insure that they will be read. Also, remember that all e-mail is open to public inspection. Do not write anything that you would not want to see on the front page of the newspaper!

Please restrict the use of the “All County Board Staff” email group. Spamming 700 + employees to advertise bake sales, send holiday greetings or solicit donations is disruptive and inappropriate. Such messages should be sent via the CCNews. If you have a message that needs to be sent to all employees, please contact Human Resources or Communications & Marketing and they will handle it in the appropriate manner. If the message is time sensitive or of an emergency nature, please obtain the approval of a supervisor before sending to large email groups.

Phone Numbers

Use a period between the area code and exchange for all phone and fax numbers. For example: 941.567.1234.

Website Address

The County website address should appear on all documents, from stationery to publications. The URL should be written as follows:

www.CharlotteCountyFL.com

Please note the capitalization which allows for easy recognition and visibility.

When referring to a specific webpage in a document, please do not use an extended address.

Example of <u>incorrect</u> address:

www.CharlotteCountyFL.com/CommunityDevelopment/DevReviewComm/agenda.html

This dilutes the branding of our website and causes the user to bypass the home page, eliminating the visitor’s exposure to the County’s many online services.

Please direct the user to the basic web address (CharlotteCountyFL.com). If you feel they need further

direction, wording may be as follows: **"For more information go to CharlotteCountyFl.com and select the Community Development link".**

PART 19 - Grandfather Clause

Numerous road signs and promotional materials were produced prior to 2007 in a manner that is inconsistent with the provisions of this Style Guide. Any such item is subject to the "grandfather clause," which permits all non-compliant materials and devices to be used until they are no longer serviceable or the supply is exhausted. Upgraded or new materials should be brought into compliance with the provisions outlined in this Style Guide.

PART 20 - Requesting a Usage Variance or Additional Information

The *Charlotte County Style Guide* outlines the basic provisions applicable to all persons and organizations using the Charlotte County logo or identifiers. Any variance to these provisions must be approved by Charlotte County Government.

To request a variance or additional information contact:

Communications & Marketing
18500 Murdock Circle, B109
Port Charlotte, FL 33948
Phone: 941.623.1092
Fax: 941.743.1559
www.CharlotteCountyFL.com

The *Charlotte County Style Guide* is distributed by
Charlotte County Government

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5.05 PROTOCOL FOR BOARD OF COUNTY COMMISSIONERS MEETINGS

ORIGINATING DEPARTMENT: Human Resources	ADOPTED: July 22, 2008

PURPOSE:

To assist staff in achieving a professional appearance and decorum when presenting before the Board of County Commissioners.

POLICY:

Staff members are often required to attend County Commission Meetings and at times, make a presentation or respond to the Board. As persons elected by the people to a government legislative body, County Commissioners must be treated with the respect and protocol that their office requires. As all Commission meetings and workshops are audio-taped for a permanent official verbatim record as well as shown live on television, appearance, language and protocol are important. Looking professional affords the presenter the best possible image.

Staff members should familiarize themselves with the Commission Meeting process by checking the agenda on the County's web site. Complete agenda packets and video clips of recent Commission meetings are made available for viewing on the website.

County Commission meetings are conducted under Robert's Rules of Orders. Accordingly, the Commission Chair leads and orders the course of each meeting. If items require Commission approval, the Chair will ask for a motion, a second to the motion, discussion (if any) and, finally, a vote from all commissioners. A simple majority vote, in most cases, will denote that the motion passed.

The following guidelines provide tips for staff members to fulfill that expectation.

PROCEDURE:

1. DO
   - Be on time.
   - Dress in a business-professional manner as described in Workforce Attire (Policy 3.02). Avoid busy prints and distracting or noisy jewelry. Do not wear white, if at all possible
   - Be prepared. Know the subject.
   - Speak in a normal voice. The microphone at the podium is very sensitive. (Check to make sure it is "on".) Do not lean into it. If not at the podium, use a portable microphone in order to be heard and recorded properly.
   - State name and title (and/or department) for the record.
   - Use titles, (e.g. Commissioner; Mr. or Mrs.)
   - Wait to be recognized by the Chair before speaking. Sometimes the Commissioners will discuss items prior to presentation.
   - Summarize the presentation and then wait for an acknowledgment from the Commissioners.
   - Make eye contact with the Commissioners when speaking.
   - Respond to all questions orally.
   - Admit it when not able to provide an answer. Offer to provide the answer later, if appropriate.
   - Identify topic by Agenda item, using Page/Section numbers as appropriate, then allow the Commissioners time to locate the reference spot before continuing.

- If the presentation includes audiovisual media, such as PowerPoint, be sure the system works, and how to use it, or arrange in advance to have someone there to help you.
- If the presentation is more than three minutes long, consider using some type of audiovisual aide or hand-out.
- If there may be legal issues involved, discuss them with the County Attorney's Office in advance, so an attorney has time to prepare and be present. If unsure whether a legal issue exists, ask in advance.

2. DO NOT
   - Guess an answer
   - Address Commissioners or refer to other persons by their first names
   - Speak unless the Chair has signaled you to speak or respond. Sometimes the Commissioners will discuss an issue among themselves while you are at the podium. You should not comment or join in unless you are specifically requested to do so.
   - Use non-verbal language (it cannot be picked up by the tape recorder).
   - Ramble. Keep it short and clear.
   - Read a prepared statement word for word, unless there is a good reason (e.g., reading something into the record, reading part of a document in an answer to a question)
3. Available resources for Staff
   - Learning and Organizational Development offers a wide variety of videos and classes on public speaking.
   - Information Technology can assist with the audiovisual equipment at the dais. They can ensure that PowerPoint or videos play properly.
   - Communications & Marketing can assist with speech writing or design of PowerPoint presentations and handouts.
   - The Commission agenda is prepared by the County Administrator's Office. If an item needs to be addressed by the Board, contact the Administrator's Office for further information.
4. The new plasma screens in Room #119 will require a different approach to PowerPoint presentations than presenters may be used to. The conversion from computer screen to plasma screen will require the adaptation of the PowerPoint as follows:
   - The outer 10% of the screen is cut off by the conversion process. DO NOT place text or images on the outer 10% of your presentation screens.
   - Visuals will appear smaller on the plasma screen than on a computer screen. DO NOT use fonts smaller than 24 points in the presentation.
   - Large white or brightly colored areas can cause instability in the television picture, or a buzzing sound in the television audio. The white areas may also appear much brighter than on a computer screen. Avoid white backgrounds and large areas of bright colors.
   - When using PowerPoint, remember to open the screen up completely to "Slideshow" option to give the audience the largest view possible.
   - PowerPoint presentations should be as large and as uncluttered as possible. When imbedding a map in to a PowerPoint, consider that the text may not be readable on TV. Tables of numbers are especially hard to read on TV; use the largest font possible and minimize empty space between rows and columns.

Remember that there is a large television viewing audience for Board meetings. A Board presentation is not usually the appropriate place for multi-color backgrounds, heavy graphics, or fancy fonts as this makes the presentation difficult to view. If staff needs assistance in preparing a PowerPoint, contact the Communications & Marketing Department for help.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

5.06 FOLLOWING UP ON COMMISSIONERS' REQUESTS

ORIGINATING DEPARTMENT: Cross Departmental	ADOPTED: July 22, 2008

PURPOSE:

To ensure that Commissioners are kept informed as to the status or resolution of citizen complaints or inquiries.

POLICY:

In consideration that a Commissioner will send a request to a department regarding a citizen complaint or inquiry, it is important to keep the Commissioner informed of the process taken and/or outcome. If the complaint was resolved with a phone call to the citizen, simply relay to the Commissioner the details of the conversation, with a copy to other commissioners, Administrators, County Attorney and the Director. If it is a complicated issue, let all parties know what action will be taken and when resolution can be expected. Copy the appropriate Assistant Administrator through their support staff as well.

PROCEDURE:

As each department handles its own complaints, it would be helpful to develop a policy/format for tracking complaint history and resolution as a knowledge-management issue. The pros of having a tracking system for complaints, if used effectively, include:

- Help identify deficient process issues for modification
- Establish a history on issues that resurface
- Provide documentation for budgeting – establish the need for additional staff or programs
- Pulse on community
- Allow correction of employee deficiencies immediately – developmental opportunities
- Helpful in performance evaluations – documentation of positive and negative results; contributes to "no surprises" atmosphere at evaluations

SCHEDULED REVIEW DATE: As needed	AMENDED:

5.07 STAFF COMMUNICATIONS WITH BOARD OF COUNTY COMMISSIONERS

ORIGINATING DEPARTMENT:	ADOPTED:
Cross Departmental	July 22, 2008

PURPOSE:

To establish a protocol for appropriate staff communication and response to Board of County Commissioner member inquiries and to establish appropriate interactions with the members.

POLICY/PROCEDURE:

Members of the Board of County Commissioners have the need for information and additional information to govern appropriately and respond to their constituents, to meet the obligations of elected office. County staff has an obligation as employees to respond to legitimate requests. These requests should be monitored by the specific Department Director or the Director's designee to assure that complete and appropriate responses are made. Timely response is crucial to provide assistance to the Board member.

Officially the appropriate process is to request information through the County Administrator's Office and Department Directors. Commissioners are able to request information but they cannot order that it be provided from individual employees.

If the requester does not feel that the response is timely or appropriate, their first level of appeal is to the County Administrator and the Department Directors. While it is not appropriate for a staff member to fail to respond, the request must be reasonable and pertain to Charlotte County business and not be political in nature.

All responses made in response to Board inquiries must be noted and copied to Department Directors and the County Administrator. It is imperative that all inquiries are done with supervisory knowledge. This is to assure that information inquiries are conducted in a professional manner as well as being complete. The Department may assign inquiries to staff as deemed appropriate for response.

Charlotte County operates under "Government in the Sunshine" according to State Statutes. Requests should be submitted in writing and any formal inquiries are required to be copied to all members of the Board of County Commissioners as well as the County Administrator and the County Attorney's Offices. All responses become public information when delivered regardless of the method of distribution.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

5.08 VERBATIM MINUTES

ORIGINATING DEPARTMENT: County Commission	ADOPTED: July 22, 2008

PURPOSE:

To adhere to the requirements of Florida Statutes concerning minutes for boards and committees.

POLICY/PROCEDURE:

Florida Statutes require that written minutes of a public body be promptly recorded and open to public inspection. Sound recording is not mandatory. The term "minutes" is described as "….a brief summary or a series of brief notes or memoranda reflecting the events of the meeting….minutes need not be verbatim transcripts of the minutes."

Considering that many County employees are involved in assisting citizen's boards and committees, and that the taking of verbatim minutes can consume excessive staff time and create a backlog of minutes to be typed, minutes should only be a summary of the actual events, which is usually the motion.

SCHEDULED REVIEW DATE: As needed	AMENDED:

Section 6.00

Budget Office

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6.01 BUDGET OFFICE

ORIGINATING DEPARTMENT: Budget Office	ADOPTED: July 22, 2008

PURPOSE:

To provide for the orderly progression of budget/finance of the county.

POLICY/PROCEDURE:

The Capital Improvements Program Policies and General Policies of the Budget Office are attached.

SCHEDULED REVIEW DATE: As needed	AMENDED:

Fiscal Policy Statement

Charlotte County's responsibility to its citizens is to correctly account for public funds, manage County finances wisely, and plan for adequate funding of services desired by the public. With the change in federal policies toward local government and the rate of growth in our area, Charlotte County needs to ensure that it is capable of adequately funding and providing local government services needed by the community.

Sound fiscal policies that are realistic and consistent provide useful guidance for the long-term programming of services and facilities. They also provide a set of assumptions under which budget and tax decisions should be made.

The following list reflects the **Budget Policies** followed by Charlotte County:

General Policy

1. The Board at the account group summary level will annually adopt the operating budget authorizing expenditure of County funds.

2. The budgeted expenditures and reserves of each fund (including reserves for contingencies, balances to be carried forward, and all other purposes) will equal the sum of projected beginning balances for the fiscal year and all revenues that reasonably can be expected to be received during the fiscal year. In other words, the revenues and expenditures must be equal in order to present a “balanced budget.”

   The revenue division shall estimate 95 percent of all receipts reasonably anticipated from all sources [F.S.129.01(2)(b)]

Reserve Policy

1. A reserve for contingencies will be budgeted in each operating fund in an amount not exceeding 10% of the total fund budget, for reallocation by the Board as needed during the year to fund unexpected operations or events.

2. a) A reserve for “Balance to be Carried Forward” will be budgeted in any fund which requires monies to be carried forward into the following year to support operations until sufficient current revenues (taxes) are received. In no case will this amount exceed the projected cash needs for 90 days of operations, up to a maximum of 20% of the total fund budget.
   b) A Reserve for anticipated expenditures may be appropriated under direction of the Board of County Commissioners. There is no percentage cap on these items.

3. Appropriations from a reserve for future construction and improvement may be made only by resolution of the Board for the purpose or purposes for which the reserve was made.

Transfer Policy

1. Transfers among expenditure or revenue accounts may be made during the fiscal year without Board approval if a division remains within its total operating budget. Transfers between funds, or from reserves in any fund, require approval of the Board of County Commissioners.

2. Changes in the adopted total budget of a fund will be made only with Board approval of a budget amendment. Such amendments may only be made for a receipt of a nature from a source not anticipated in the budget and received for a particular purpose, including but not limited to grants, donations, or reimbursements.

Capital Improvement Policy

1. The Capital Improvement Budget showing estimated annualized costs of capital projects will be updated on an annual basis. The Board must approve all amendments during the year.

Fund Balance Policy

1. Fund balances, which are anticipated at the end of a fiscal year, will be budgeted as the beginning fund balance for that fund for the upcoming fiscal year.

2. The balances of contract commitments, which are anticipated not to be completed by September 30, must be re-budgeted when the budget is adopted in September.

Revenue Policy

1. The use of ad valorem tax revenues will be limited to the General Fund, Fine and Forfeiture Fund, Capital Projects Fund, County Health Unit, and municipal service taxing units.

2. The use of gas tax revenues will be limited to the County Transportation Trust Fund, unless required in other funds by bond indenture agreements.

3. The use of "half-cent" sales tax revenues will be limited to the General Fund, unless required in other funds by bond indenture agreement.

4. Pursuant to Ordinance #84-04 as amended, the Tourist Development Plan, Tourist Development Tax proceeds will be appropriated as follows:
   a) Tourism development
   b) Stadium maintenance
   c) Other tourist facilities as may be provided by general law

5. The use of revenues, which have been pledged to bondholders, will conform in every respect to bond covenants that commit those revenues.

6. Fee revenues will be anticipated for purposes of budget preparation using fee schedules which have been adopted by the Board and historic collection rates.

7. County staff will continue to aggressively pursue grant funds. Revenues will be budgeted for current grants at anticipated grant award levels. The budget will be amended for new grants upon award.

8. The County will allocate countywide revenues to the general and capital projects funds.

9. All revenues, which are reasonably expected to be unexpended and unencumbered at the end of the fiscal year, will be anticipated as "beginning balance" in the budget of the following fiscal year.

10. Cash balances remaining in any fund at year-end will stay in that fund for subsequent years.

Debt Policy

Charlotte County's Debt Policy is based on the premise that debt should only be incurred for specific projects to be repaid by special revenue funding sources. Each project to be approved will have a specific special revenue stream identified as a pledge able source. The County's Finance Committee shall first review any debt considered on behalf of the County. This committee is comprised of seven members; The Chairman of the Board of County Commissioners, one County Commissioner, the Clerk of the Circuit Court, The County Administrator, County Attorney, County Budget Officer and the Chief Deputy of Board Services.

It is not current policy to incur any general obligation debt. Our County currently has limited long -term commitments and does not have any short-term obligations.

Appropriation Policy

1. Appropriations of the Board will be assigned line item object code numbers as deemed appropriate by the Budget Office and Clerk's Finance Division to facilitate managerial control and reporting of financial operations.

2. Each year the Budget Office will prepare an indirect cost allocation plan for administrative/indirect costs along with the preparation of the Self Insurance Plan. These will be budgeted and charged for all departments.

3. The budget requests of all departments will include itemized lists of all needed operating equipment, and of any rolling stock in inventory for which replacement is being requested.

4. Each year the County will prepare a five-year capital improvement program identifying public facilities by service type and location with estimates of corresponding revenues to pay for the facilities. The CIP will be in accordance with guidelines established by the Capital Improvements Element of the Comprehensive Plan.

5. The annual budget will include sufficient appropriations to fund capital projects identified in the CIP for completing the first year of the five-year program. Revenues designated in the CIP to be needed for future year projects will be placed in reserves for future capital outlay.

Financial Structure

To provide proper accountability for the different kinds of resources, "funds" are established. Each fund is a separate entity with its own resources, liabilities, and residual balance. Some homogeneous funds have been consolidated for budget presentation. Funds with similar objectives, activities and legal restrictions are, for reporting purposes, placed in one of three groups:

1. GOVERNMENTAL FUNDS: Governmental Funds account for general governmental activities, such as law enforcement, which are largely supported by taxes and fees. They are accounted for on a "spending" or financial flow basis. Government Funds include the following:

   a. The General Fund accounts for all county-wide services not reported in other funds.

   b. Special Revenue Funds account for resources received from special sources, dedicated or restricted to specific uses. In the Budget the following are included as Special Revenue Funds:

Public Works

County Transportation Trust
Greater Charlotte Street-Light District

Special Districts (MSBUs / MSTUs)

Boca Grande St/Dr-Maint
Broadmoor St/Dr
Burnt Store Vil St Dr-Maint
Charlotte Ranchettes St/Dr-Maint
Charlotte Ranchetts St-Cap
Cook & Bown St-Cap
Cook & Bown St-Maint
Deep Creek N-Urb St/Dr-Maint
Don Pedro/Knights Isls St/Dr
Englewood E N-Urb St/Dr-Maint
Farabee Road St/Dr Maint
Gardens Gulf Cove St/Dr-Maint
Grove City St/Dr-Maint
Grtr Port Charlotte St/Dr-Cap
Grtr Port Charlotte St/Dr-Main
Gulf Cove St/Dr-Maint
Harbour Hts St/Dr-Cap
Harbour Hts St/Dr-Maint
Lemon Bay St/Dr-Maint
Long Meadow St/Dr
Manasota Key St/Dr
Mid-Charlotte Strmwtr Util Dis
NW Charlotte N-Urb St/DR-Cap
Punta Gorda N-Urb St/Dr-Maint
Rotonda Heights St/Dr
Rotonda Lakes St/Dr
Rotonda Meadows & Villas St/Dr Maint
Rotonda Meadows Waste Water
Rotonda Sands North St/Dr
Rotonda Sands Waste Water
Rotonda W St/Dr-Maint Unit Consolidated
Rotonda W St/Dr-Maint
S Burnt Store St/Dr-Maint
S Charlotte Marl St/Dr
S Charlotte Strmwtr Util Dist
S Gulf Cove N-Urb St/Dr-Cap
S Gulf Cove N-Urb St/Dr-Maint
S Gulf Cove Water and Sewer Benefit Unit
S PuntaGorda Hts E St/Dr-Maint
S PuntaGorda Hts St/Dr-Maint
S PuntaGorda Hts W St/Dr-Maint
Sabal Palm Dr N-Urb St/Dr
Sandhill Area MSTU
Special Assmt-Road Revolving
Stump Pass Beach Renourishment
Suncoast Blvd St/Dr

NW Charlotte N-Urb St/Dr-Maint
Palm Island Beach Renourishment
Peace River Shores St/Dr-Maint
Pine Valley St/Dr
Pinehurst St/Dr
Pirate Harbor Waste Water
Placida Area St/Dr
Punta Gorda N-Urb St/Dr-Cap
Three Rivers St/Dr
Town Estates St/Dr
Tropical Gulf Acres St/Dr-Main
Utility Regulatory-Solid Waste
Utility Regulatory-Water/Sewer
W Charlotte Strmwtr Util Dist
W Tarpon to Orange Drive Waste Water
White Marsh St/Dr

Waterway Maintenance Districts

Ackerman Ww Maint Dist
Alligator Creek Ww Maint
Buena Vista Ww Maint
Gulf Cove Ww Bnfit-Maint
Harbour Hts Ww Dist-Main
Hayward Canal Ww-Maint
Lee Branch Cr Ww-Bnfit
Little Gasparilla Ww
Manchester Ww Bnfit
NW Charlotte Ww Maint
Pirate Harbor Ww
S Gulf Cove Ww Bnfit-Maint
South Bridge Ww
Suncoast Ww

Other Special Revenue Funds

Barrier Islands Fire Service
Boater Revolving
CharCo Law Library
CharCo Legal Aid Program
IT Equipment Replacement
Kids Camp Fund
Law Enforcement Tr
Local Housing Assistance Tr

FINANCIAL STRUCTURE (Continued - Other Special Revenue Funds)

Charlotte County Fire Rescue
Charlotte County Health
Charlotte Harbor Redevelopment Fund
Charlotte Public Safety

Community Development Grant
Court Costs
Criminal Justice Education Fund
Drug Abuse Tr

Economic Incentive Development
Enhanced 911 System
Equipment Replacement
Fine & Forfeiture
Home Again Grant
Hurricane Housing Recovery Grant
Impact Fees Tr
Local Law Enforc Block Grant
Mediation-Arbitration Fund
Murdock Village Redevelopment
Native Tree Replacement Tr
Open Space/Habitat Acq Tr
Phosphate Legal Defense
Senior Services/Chester Cole T
Special Grants
Student Driver Education Fund
Tourist Development Tax Tr
Vehicle Replacement
W Charlotte Bike Path

c. Debt Service Funds account for the accumulation of resources for, and the payment of interest, principal and other costs of long-term debt. The County currently has one Debt Service Fund for the Stadium Improvement Fund.

d. Capital Projects Funds account for the accumulation and use of resources for the acquisition of buildings, infrastructure, and other capital facilities such as parks. The Charlotte County Budget includes seven Capital Projects Funds - 1) The Capital Projects Fund, 2) the One Cent Discretionary Sales Surtax Project fund, 3) the Sales Tax Extension Fund, 4) the Sales Tax Extension 2002 Fund, 5) Road Improvement Fund, 6) Stadium Improvement Fund, and 7) Conservation Charlotte Fund.

2. PROPRIETARY FUNDS: Proprietary Funds account for those activities that are provided on a basis consistent with private enterprise. They are accounted for on a cost of service or "capital maintenance" basis. Proprietary Funds include the following:

a. Enterprise Funds account for activities, such as water and sewer service, which are similar to those provided by private enterprise and whose costs are paid from user charges or from revenue sources other than general governmental revenue. In the FY06/07 Budget, the following are included as Enterprise Funds:

Charlotte County Landfill	Charlotte County Utility System
Charlotte Sanitation District	Pirate Harbor Water Unit
Charlotte Sanitation District	South Gulf Cove Water & Sewer

b. Internal Service Funds account for operations through which the County provides itself with vehicle maintenance and other essential services, which would otherwise be purchased from commercial suppliers. The governmental departments using the services pay costs of operations for these funds. The Charlotte County Budget includes these Internal Service Funds:

Self-Insurance Fund
Fleet Management Fund

3. FIDUCIARY FUNDS: Fiduciary Funds account for assets belonging to others, such as escrow deposits, which are under County control for administration. Agency and expendable trust funds are accounted for like governmental funds. Nonexpendable trust funds are accounted for like proprietary funds types. Fiduciary Funds include the following:

a. Expendable Trust Funds account for assets held by the County in trust for administration and disbursement for specific purposes. The County Budget does not include any of these funds.

b. Agency Funds account for assets belonging to others which are held pending disposition. The County Budget does not include any of these funds.

Budgetary Basis

The County adopts budgets for all Government Funds and Expendable Trust Funds on a modified accrual basis. The budgets for Proprietary Funds are adopted on an accrual basis. Depreciation expense is not budgeted; however, expenditures for capital outlays are budgeted.

Under the modified accrual basis, revenues are recognized when they are both measurable and available. Revenues are considered measurable if the amount of the transaction can be reasonably determined. Expenditures are normally recognized when the related liability is incurred. There are, however, several important exceptions to this rule:

1) Inventories of materials and supplies, which may be considered expenditures either when purchased or when used;

2) prepaid insurance and similar items which need not be reported;

3) accumulated unpaid vacation, sick pay, and other employee benefit amounts which need not be recognized in the current period, but for which larger-than-normal accumulations must be disclosed in the notes to the financial statements;

4) Principle and interest on long-term debt which are generally recognized when due. All governmental funds and Expendable Trust Funds are accounted for using the modified accrual basis of accounting.

Under the accrual basis, revenues are recognized when they are earned and become measurable. Revenue is earned when the government has provided the service. Expenses are recognized when they are incurred, if measurable. For an expense to be incurred the item purchased must be received and used or the service purchased must be performed. For an expense to be measurable, the amount must be determined. This determination is typically made when the invoice is received.

Fund balance allocations (residual un-appropriated liquid assets resulting from prior year's operations) are budgeted and included as revenue on a budgetary basis but are eliminated on a Generally Accepted Accounting Principles (GAAP) basis for final reporting.

Cost Allocation

The Board of County Commissioners has adopted a Cost Allocation Plan for Central/Indirect Services. It is the Board's practice to work toward a goal of allocating all costs, wherever practical, to the departments receiving the benefits.

At present, this involves allocating the costs of central services, which include purchasing, personnel, budget, computer services, legal, and administrative functions. In addition, operating costs for the Murdock Administration Center are expensed to all users of the facility on a proportional share basis.

Capital Budgeting

Charlotte County maintains a Capital Improvement Program (CIP) spread across a five-year period and is updated annually. The County Budget Officer determines the amount of funds

available for capital projects. Proposed projects are prioritized and the available funds are allocated accordingly.

Budget Process

Beginning in early January, the County's Budget Office develops area-specific economic data that is useful in preparing revenue and expenditure forecasts for the current and upcoming budget years. Examples of such data are sales tax trends, interest rate patterns, Consumer Price Index movement, statewide and local housing starts, internal cost and revenue trends, etc. This data is compiled, analyzed, and applied in the preparation of detailed revenue and expenditure forecasts for the current and upcoming budget year. This forecast becomes the basis for policy decisions relating to expenditure patterns for the remainder of the current fiscal year and for discussions with Board members regarding the upcoming budget year.

After budgets are submitted by departments for review in late February, Budget Office staff analyzes each submission for accuracy, content, and compliance with the previously determined priorities and policies.

Funding levels to be recommended to the Board are determined in departmental budget reviews with the County Budget Officer. These staff meetings provide each department head with the opportunity to discuss and defend the amounts requested in his individual departmental budget submissions. The hearings also provide a forum for the explanation of revisions to budget submissions by Budget Office staff and/or the County Administrator. Such revisions are usually made to bring individual budget submissions in line with the aggregate spending levels desired by the Board. As these submissions become ready for Commission consideration, the Board reviews the requests in a series of preliminary budget workshops from March through June.

Following departmental budget reviews, the Budget Office staff prepares the proposed budget document for submission to the Board for review and approval. The proposed budget is submitted to the Board in late June/early July and the final budget work sessions take place during July. The budget work sessions provide a forum for the finalization of spending plans, the establishment of proposed millage rates and the formalization of final policy statements. Copies of the proposed budget are distributed to department heads and made available for inspection by the public prior to the final budget hearings held in September.

Following Board approval of the final spending plan, Budget Office staff will prepare the approved budget for distribution to departments and other interested parties. The budget for the upcoming year becomes effective October 1 and the spending plan, as authorized by the Board, will be implemented throughout the fiscal year.

Budget Calendar

Budget formulation, adoption, and execution in Charlotte County involve the year-round interaction of many people at various levels within the County. The purpose of the process is to identify service needs, develop strategies for meeting these needs, and develop detailed revenue and expenditure plans to carry out the strategic plans. As such, the budget process incorporates the following activities:

Date	Activity
November	Develop budget preparation manual; design and print budget forms.
December	Conduct Staff meetings with the County Administrator and County Board to determine priorities for the budget year.
	Distribute budget packages (including capital improvement program request forms, goals and objectives form, and revenue projection form) to operating units. County Administrator meets with department heads to communicate budget policies and priorities for the budget year.
March-June	The County Budget Office reviews and tabulates all operating budgets, capital improvement projects, and revenue projections.
May 1	Statutory deadline for submission of Sheriff, Clerk of the Circuit Court, and Supervisor of Elections budgets.
June 1	Statutory deadline for submission of the Property Appraiser budget.
June	Compilation of budgets - operating and capital improvement.
End of June/ Early July	Distribute proposed budget to the Board.
July	Board holds budget review workshop sessions.
July 31	Board certifies proposed millage rates to the Property Appraiser.
August 1	Statutory deadline for submission of the Tax Collector budget
September	Hold two public hearings on proposed budget and millage rates.
October 1	Implement adopted budget and Capital Improvement Program.

This calendar complies with the requirements set forth in Florida Statutes Chapter 200, “Determination of Millage.” This calendar is subject to revision throughout the budget process due to changing needs of the Board or County Administration.

Budget Adoption and Modification

The Board annually adopts the budget by resolution for all funds of the County, exclusive of

some Agency Funds. Budgetary authority is legally maintained at the fund level; however, the County's computerized financial system imposes budget controls at the appropriation level, by department.

Amendments to the adopted budget can occur at any time during the fiscal year through action of the Board or the County Administrator in the following manner.

1. Budget Amendments - Fund revenue and expenditure amounts may be increased or decreased by formal action of the Board following proper public notice as specified in Chapter 129.02(a) of the Florida Statutes. Amendments to adopted budgets normally result from either: (a) the desire to recognize any excess amount of anticipated revenue; or (b) Any decrease of anticipated revenue. Fund revenue and expenditure amounts may be increased by the Board without public notification in the event of unanticipated revenue from an unanticipated source, or in the enterprise funds.

   The purpose of the amendment process is to adjust fund amounts to reflect the level of revenues reasonably anticipated to be received and to balance expenditures to these revenues in accordance with state law and sound financial practices.

2. Budget Transfers - Transfers among expenditure or revenue accounts may be made during the fiscal year without Board approval if a division remains within its total operating budget. Transfers between funds, or from reserves in any fund, require approval of the Board of County Commissioners.

CAPITAL IMPROVEMENTS PROGRAM
DESCRIPTION

Charlotte County's Capital Improvements Program (CIP) is a planning process that identifies the capital investments the County intends to make over a period of time. Capital, for a local government, constitutes the facilities and equipment needed to produce and deliver the services expected of it. Generally speaking, capital improvements are things that are unique, fixed in place, (relatively) permanent or which have long useful lives, and are expensive ($100,000 and above for inclusion in CIP).

Charlotte County's Capital Improvement Program is, with some exceptions, limited to the acquisition of and improvements to real property. These include such facilities and structures as roads and bridges, parks and recreational facilities, libraries, stormwater facilities, office space, and other related facility and infrastructure needs.

While a Capital Improvement Program (CIP) does not cover routine maintenance, it does include renovation, major repair, or reconstruction of damaged or deteriorated facilities. Capital improvements do not usually include normal furniture and equipment, but a capital project may include the furniture and equipment clearly associated with a newly constructed or renovated facility.

The Capital Improvement Program is implemented over a five year period for most facilities and infrastructure. However, because of the long planning and funding lead times, required for roadway improvements, a ten year cycle is used. Total project costs outside the five and ten year windows are accounted for through prior and future year project cost totals (PRIOR YEARS and FUTURE YEARS columns, respectively).

The expenditures proposed for the first year of the program are incorporated into the Annual County Budget as the "Capital Budget."

Though the need for facilities and infrastructure is great, Charlotte County's resources are limited. Charlotte County's leaders make difficult choices prioritizing projects to meet citizen needs. The County Commission identifies "Levels of Service" standards (LOS) or capacity requirements for *six* types of infrastructure (roads, storm sewer, sanitary sewer, drinking water, parks and open space and solid waste). Levels of service standards are promises to the citizens that a certain infrastructure capacity will be available. The State Legislature requires local governments to provide these Levels of Service as first priority for spending. LOS are identified in the County Comprehensive Plan, Capital Improvements Element (CIE). The CIE provides the process of prioritizing the six infrastructure types. Project funding for non-LOS related projects are then prioritized based upon safety and need. The CIE Project Schedule is found in this program document in the next tab.

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BENEFITS OF PREPARING A CAPITAL IMPROVEMENTS PROGRAM (CIP)

Several benefits occur as a result of preparing and maintaining a sound capital improvements program. These include:

ii) The Capital Improvements Program (CIP) establishes a reasonable multi-year spending plan which helps ensure that demand for public facilities construction is met with the ability to pay for such services. The County's ability to bond finance is directly linked to the quality of its CIP budgeting.

ii) The CIP establishes the relationship between established LOS and the ability of the County to fund public facility improvements. In this way, citizens are able to work with the elected officials to determine how much improvement of the County's infrastructure is realistic in view of what the community is willing to pay through taxes and user fees. Failure to meet LOS results in state sanctions and the inability to issue building permits.

iii) The CIP shows citizens, developers and County officials where and when to expect projects. This information is useful in coordinating public projects with each other and in allowing citizens and developers to anticipate improvements. The program is the basis for the County's Proportionate Fair Share Pay and Go program.

iv) CIP programming serves as a basis for the management of the projects themselves. This includes the coordination of the efforts of the various departments responsible for land acquisition, design, construction, and operation of new facilities. It also includes the management of cash flow to ensure that the funds available in any fiscal year for the construction of facilities are used in the most effective way.

THE CAPITAL IMPROVEMENTS PROGRAM PROCESS

The tasks involved in setting up the proposed capital improvement's program included the following:

i) Each department prepares a list of project recommendations based upon County Commission adopted Levels of Standards (LOS) as recorded in the County Comprehensive Plan.

ii) Each department prepares a list of additional projects intended to offer safety improvements and to meet other public facility needs.

iii) Project proposals are assessed in relation to the priorities for capital facility programming as set out in the Capital Improvements Element (CIE) of the Comprehensive Plan. These priorities can be generally summarized as follows:

   a) Highest priority is given to projects that remove a clear and present danger to the public health and safety. It must be understood that the State of Florida will sanction the County if LOS projects fail to be fully funded. Therefore, only real needs can be funded in this way.

   b) Second, the Committee ensures that County Level of Service standards are achieved and maintained.

   b) Next priority is given to projects specifically mandated by law, court order, or negotiated or mediated settlement.

   c) Next projects that are essential to maintain the County's investment in existing facilities and infrastructure are funded (such as renovation projects or road resurfacing).

   d) Next are projects which expand capacity to serve new development where the expansion is part of a comprehensive expansion of services and facilities; and finally,

   e) Last priority is given to a single facility expansion project which services new development for which other facilities and services are inadequate and are not scheduled for improvement.

iv) The groups of projects are forwarded to the Budget department. The LOS related projects are assembled into the County Comprehensive Plan Capital Improvements Plan Schedule (also known as the CIE Schedule). This list identifies the County's highest priority projects. Failure to fund CIE projects results in severe penalty by the State. Safety issues are also considered high level priorities. Remaining monies are spent on secondary projects.

v) The first "working" draft of the CIP is compiled from these recommendations. At this point, several funding sources are likely to be out of balance. The County has a Committee which meets to identify possible deferrals of projects. Generally, this process brings most funding sources into balance, allowing LOS standards to be met or nearly met from available resources.

vi) The County Commission is presented with a packet that contains a balanced or nearly balanced list. The Commission decides whether priorities should be shifted or LOS levels reassessed.

ASSUMPTIONS

Several assumptions are made in creating the CIP. These assumptions include the following:

i) The CIP is based principally on projected future revenues from existing funding sources. In some cases this may require a projected fee or tax increase in future years. In general, this means there is no anticipation of increased fees or taxes, or of any new funding sources which may be available under state law. The projected revenue sources have not been approved by the Board or citizens of the County. Therefore, all projected tax increases are subject to review and revision before that fiscal year's budget is adopted. In addition, while the Legislature may consider new funding sources in the future, no assumption has been made that these will be used.

ii) Project cost estimates are based on information developed by the departments. While these estimates represent the best available information, experience shows that these estimates will be refined as projects move toward completion. In all funds except the impact fee funds, a reserve is established to help offset the effect of unpredictable changes in project costs. While this reduces the level of funds that can actually be allocated to projects, it represents a prudent management practice.

iii) A considerable effort is made to present a "balanced" CIP to the Commissioners. A balanced program is one in which projects are included only to the extent that funds are expected to be available in the future to support these projects. Some projects may require short or long term loans that are to be repaid in subsequent years. Beyond the necessity to balance the budget the first year, it is very important to produce a balanced CIP. Apart from representing sound financial and project management, an unbalanced CIP might invite challenges under the growth management legislation.

SUMMARY

Project summaries and revenue sources are provided in the following pages. The projects are categorized by type and reflect the five or ten year costs plus prior years' expenditures.

CAPITAL IMPROVEMENTS PROGRAM POLICIES

Concept

The Capital Improvement Program is designed as a comprehensive planning and fiscal guide for the allocation of financial resources and the provision of equipment, facilities and infrastructure supporting public services for a period of five years. The Capital Improvement Program follows the blueprint for the future growth of Charlotte County.

Development

The development of the Capital Improvement Program relies on the identification and integration of capital requirements from all facets of Charlotte County government. The individual plans and associated projects identified by the divisions, departments and other agencies are integrated through a process which merges these organizational requirements into one comprehensive program. The assessment of prospective capital improvement projects is dependent upon three levels of evaluation.

All requests documenting project descriptions, justification and cost estimates, including operational costs, are initially reviewed by the Budget Office. The projects are then reviewed by the Capital Improvement Projects Review Committee. The Committee evaluates which projects are to be included in the Capital Improvements Program by prioritizing the projects with regard to public safety, infill, suburban and rural areas, levels of service, community needs and availability of funding. The County Administrator then recommends the Capital Improvements Program to the Board of County Commissioners. Public participation and citizen input is encouraged during budget work sessions and public hearings of the Board.

I. Capital Improvements Program and Budget Purpose

The Capital Improvements program and Budget provides the means through which Charlotte County Government takes a planned and programmed approach to utilizing its financial resources in the most responsive and efficient manner to meet its service and facility needs. The Capital Improvement Program/budget process is developed to achieve the following results:

1. Consolidating and coordinating all department requests with the goal of reducing unnecessary delays and coordinating the individual improvement programs of the departments.

2. Establishing a system of procedures and priorities by which each proposal can be evaluated in terms of the public need, the comprehensive planning of the area and the interrelationship of projects and cost requirements.

3. Scheduling the proposals over an extended period so that the Capital Improvements Programs can be completed.

4. Anticipating needed projects and their relationship to available funding.

5. Successfully implementing level of service standards for public facilities as outlined in Florida Statues Chapter 163, which states in part that Counties must:

   "Provide that public facilities and services meet or exceed the standards established in the capital improvements element required by F.S. 163.3177. This level of service must meet or exceed the level adopted by the Charlotte County Comprehensive Capital Improvements Element."

6. Establishing the proper interface as required by the County's Comprehensive Plan Capital Improvement Element, which states in part:

   Capital Improvement Element:

   Objective 1.1 "Charlotte County will maintain a Concurrency Management System in order to manage growth and development by requiring that adopted level of service standards be maintained by public or private investment."

   Policy 1.1.3 "...Charlotte County will utilize the Concurrency Management System to ensure that public facilities and services are available concurrent with the impact of development."

   Objective 1.3 "Charlotte County will prioritize available fiscal resources to effect levels of service standards and land use decisions as it adopts each annual update to the Five-Year Capital Improvements Program. The County will use this program to detail the projects which fund, construct, and acquire capital facilities needed to prevent deficiencies, to accommodate future growth, to correct existing deficiencies, and to repair or replace obsolete or worn-out facilities."

   Policy 1.3.11 "Charlotte County will include the first year of the five-year CIP in its annual budget. Such inclusion will constitute the County's capital improvements budget."

   Policy 1.3.12 "Charlotte County will identify costs and funding sources for capital improvement projects."

II. Charlotte County Capital Improvements Program/Budget Policies

1. All County capital improvements will be made in accordance with the adopted Capital Improvements Program, as outlined in the Capital Improvements Element: Goals, Objectives and Policies.

2. The County will develop a multi-year plan for capital improvements and update it annually.

3. The County will adopt an annual Capital Improvements Budget based on the multi-year Capital Improvements Program. Future capital expenditures necessitated by changes in population, development, or changes in the economic base will be reviewed and included in capital improvement budget projections.

4. The County will coordinate development of the Capital Improvements Budget with development of the operating budget. Future operating costs associated with new capital improvements will be projected and included in operating budget forecasts.

5. The County will attempt to maintain all its assets at a level adequate to protect the County's capital investment, and to minimize future maintenance and replacement costs.

6. The County will identify the estimated costs and potential funding sources for each capital project proposal before it is submitted for approval.

7. The County will determine the most cost effective financing method for all new projects.

8. All project requests will be reviewed by the Budget Office and prioritized by the CIP Committee.

9. The Capital Improvements Program will be incorporated and adopted into the annual Charlotte County Budget; this will constitute the County's Capital Improvement Budget.

10. The Charlotte County Capital Improvements Program is adopted by resolution. Modification of the adopted budgets during the fiscal year can occur through Budget Amendments and/or Budget Transfers as diagramed at the end of this section.

III. Citizen Input

The preparation of a Capital Improvements Budget involves the determination of specific capital improvement projects and the identification of facilities which will be needed to accommodate future growth and development in the community. To accomplish this task citizen input is solicited throughout the budget cycle. The following is a summary of the various sources of citizen input received during the year:

1. **Parks, Recreation & Cultural Resources -** Citizens are invited to monthly Parks Advisory Board meetings and can propose specific parks, historical or library projects for consideration.

2. **Growth Management -** Public participation at all Planning, Zoning and Development Review meetings is encouraged. Although these meetings may not result in specific proposals for capital improvements, they do relate to the growth and development which often precedes the requirement for capital improvements.

3. **Public Works -** Public attendance at the meetings of all Utilities and Road Construction projects is encouraged. For each MSTU/BU project, a community meeting is held in the affected area in order to provide citizens with a forum for expression of concerns. Projects are then reviewed and submitted to the Board of County Commissioners for consideration.

IV. Project Submission Procedures

1. All new project requests are submitted on Form CIP-1 (pages 1-3), copy attached. The three page form is filled out for each individual capital project submitted by the department. Key features include:
   a) Detailed description of the project;
   b) Map of the project location; and
   c) Project time line.

2. The Budget Office reviews the current Capital Improvements Program as amended through the current fiscal year, and reviews departmental copies of the original

project submissions. Current projects in the approved CIP that are not complete are included in the budget process for the proposed year.

3. Any changes to the projects to be included in the proposed year budget will be submitted as an amendment to the prior project.

4. All ongoing operating costs for a CIP project are identified as proposed operating costs for each proposed budget year.

V. Amending the Capital Improvements Program/Budget Procedures

Conditions may arise during the fiscal year which makes it necessary to amend the adopted Capital Improvements Program and Budget to meet an unforeseen need. A procedure has been developed to provide for the orderly submittal and evaluation of each requested amendment.

The Capital Improvement Program/Budget Policies adopted by the Board of County Commissioners will require that all Capital Improvement Projects be in accordance with the adopted Capital Improvements Program. Amendments to the list of projects as adopted by the Board of County Commissioners in the Capital Improvements Program are approved by the Board.

Administrative approval of an amendment to the Capital Improvements Program and Budget is required for the following:

1. Project costs increase up to the greater of 5% or $25,000 of the total project costs identified in the adopted Capital Improvement Program. Projects up to $500,000 with an increase of less than $25,000 and projects exceeding $500,000 with less than 5% increase can be administratively approved.

Board approval of an amendment to the Capital Improvements Program and Budget is required if any of the following arise:

1. Project costs exceed both 5% and $25,000 of the total project costs identified in the adopted Capital Improvement Program.

2. The proposed method of funding the project is different from that indicated in the Capital Improvement Program and Budget.

3. The project is to take place in year 1 and this is different than that identified in the adopted Capital Improvement Program and Budget due to changes in funding or need.

4. The scope of the project has changed from that indicated in the Capital Improvement Program and Budget. Scope is defined as a 5% or higher change in the Level of Service the project will deliver. Such changes will be referred to the Committee for determination of amendments.

Other changes that can be made in conjunction with the above items which do not require a separate amendment during the fiscal year:

1. The project may be deleted to release dollars for another project with Board approval.

2. The project's year of commencement may be changed to from year 1 to years 2-5 due to a change in project priorities.

If an amendment of the Capital Improvement Program is required the following shall be completed by the department and forwarded to the Budget Office for processing:

1. Board Action Form (Goldenrod) stating what will be accomplished by adoption of the CIP Amendment.

2. Form CIP-2 - Project Detail Page and Form CIP-6 - Request for Amendment to 5 Year Capital Improvement.

3. Copy of current fiscal year's Adopted CIP Project Detail Page.

4. Budget Transfer or Amendment form, as required.

The Board of County Commissioners will take action on the proposed amendment. The affected department will be notified of the Board's action.

TIME LINE FOR CIP PROCESS

November - December	County Departments assess future capital needs.
January	The Budget Office distributes budget preparation manual including CIP Forms.
	The Budget Office holds instructional meetings with departments.
February	Departments submit CIP project requests to Budget Office.
	The Budget Office reviews, and analyzes the departments CIP project proposals, operating budget impacts, and probable revenues.
March - May	The Budget Office provides project proposals to CIP Committee. CIP Committee meets to evaluate projects. Department heads formally present project proposals to Committee. Project submissions to be rated by CIP Committee for inclusion in the tentative budget.
June	The Capital Improvement Program is presented to the Board of County Commissioners.
	The Board of County Commissioners will hold a Capital Improvement Program Workshop.
July	The County Budget Officer presents the tentative Capital Improvements Program and Budget to the BCC, Clerk of the Circuit Court, County Attorney, County Administrator, Department Heads, Libraries and media.
September	The County Budget Officer will present the revised tentative Capital Improvements Program and Budget to the BCC, County Administrator, departments, library and media.
	Two Public Hearings will be held to adopt the County Budget, included in it is the 1st year of the Capital Improvements Program. BCC adopts CIP by Resolution.
October	Budget and CIP take effect.

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Section 7.00

Finance

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7.01 CREDIT CARD ACCEPTANCE POLICY

ORIGINATING DEPARTMENT: Finance	ADOPTED: July 22, 2008

PURPOSE:

To establish procedures on the acceptance of credit cards for County services.

POLICY:

The approval to accept credit cards is at the discretion of the Administrator with the credit card provider restricted to the County's bank of record, Bank of America. No cash refunds are to be made at any time. Anyone requesting a refund will be issued a "credit" on their credit card. Documentation is required to verify the original credit card payment.

PROCEDURE:

Departmental Credit Card Acceptance start-up procedures

1. Arrange a meeting with the Clerk's Finance Department to begin accepting credit cards or if needs change.
2. Clerk's Finance Department will need the following information:
   - Average number of transactions processed
   - Average dollar amount of transactions
   - Total credit card volume expected
   - Type of equipment needed (swipe or impression machine)
3. A monthly log of daily credit card transactions must be kept for each machine by each department accepting credit cards thereby facilitating a determination that the bank has given proper credit for each transaction.
4. Arrange training on how to use the credit card equipment from the credit card provider.
5. Process payment transactions per the credit card provider procedures on how to process the payment using the credit card equipment.
   - Only payments received by mail, fax or phone shall be manually entered, provided that the signature is already on file in the department. Compare signatures.
   - The credit card must be present for all other transactions. Administrative fees are less when a card is swiped rather than entered manually.
   - Provide the customer with an Official Receipt and a credit card receipt. Obtain customer's signature on credit card receipt and compare to that on back of credit card.
6. At the end of the day, as with cash receipts, the amount taken in by credit card must be balanced to the cash receipt system generated. Credit Card transactions must be entered in the cash receipt system utilizing a different code than cash or check, to enable these balances to process.
7. On the transmittal that is prepared daily and submitted to the Finance Department, there will be no difference than what the current procedure is. Credit Card deposit receipts will be added with the cash and checks, totaling receipts for the day, by general ledger account number.
8. The Merchant statement will be received by the Finance Department, to be balanced with the credit card transactions that have been reported on the monthly log kept for each machine and submitted to the Finance Department. Any discrepancies will be reported to the respective department for further research and final disposition. Fees

will be charged by machine, so that the Finance Department will know which department is to receive the credit card fee (swipe fees, discounts, etc.)

Departmental Credit Card Acceptance On-Line Acceptance Start-up Procedures

1. Establishing on-line processing of credit cards for County services.
   - Arrange a meeting with the Communications & Marketing Department when you wish to begin accepting credit cards through on-line transactions.
   - Establish procedures within the department for the task of downloading the data and credit card transactions and processing them. Passwords will be issued to designated employees so that they may access this information on-line.
   - After transactions are recorded they are to be treated in the same manner as any other credit card transaction. Basic procedure is as follows:
     - At the end of the day, as with cash receipts, the amount taken in by credit card must be balanced to the department's cash receipt system generates. Credit Card transactions must be entered in to the cash receipt system utilizing a different code than cash or check, to enable these balances to occur.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

7.02 CASH HANDLING PROCEDURES

ORIGINATING DEPARTMENT:	ADOPTED:
Finance	July 22, 2008

PURPOSE:

To ensure a uniform process for the handling of cash in all departments under the supervision of the County Administrator.

POLICY:

Designated procedures applied by all departments are to provide general internal controls over cash collections.

PROCEDURE:

1. All cash and cash type items such as checks, credit card transactions, etc. are to be properly receipted. The receipt will be given to the customer and a copy will be held for balancing purposes to the daily collections and deposit.
   - Receipts will be pre-numbered and accounted for. A record of the pre-numbered receipts and which department(s) and/or cashiers the receipts are assigned to will be recorded. There are to be no missing receipts; if an error is made on a receipt, it will be voided and retained.
   - Exceptions to this requirement for daily activities of numerous small receipts, such as pool entry, etc., may be granted, provided a departmental or activity procedure which provides adequate controls is developed and approved in writing by the Administrator's Office and the Clerk's Finance Division.
2. Foreign checks are not to be accepted unless they are payable in United States funds. All checks are to be immediately restrictively endorsed upon receipt, whether received by mail or hand delivery, to provide adequate internal control.
3. Bank deposits will be prepared on a daily basis by the point of collection. The daily cash report and the deposit are to be prepared by the cashier who collected the cash and be verified by an independent person working at the collection site. This verification is to be indicated on the daily cash report that ties into the bank deposit. Each bank deposit must indicate the name of the department making the deposit.
   - If daily reports are not practical because the cash collection is sparse, when the collections total $15.00 or above, a deposit will be made. In all cases, deposits will be made at the minimum, on a monthly basis, regardless of collections totals.
4. In the event that departments having multiple points of collection prefer to have all revenues sent into a headquarters site for subsequent deposit, then the following controls must be enacted.
   - Revenues are to be sent in a locked bank bag with copies of the receipt documentation.
   - Locked bag must be opened by two persons at the headquarters.
   - Written acknowledgement of the receipt and contents of the bag by the headquarters to be sent back to the point of collection.
5. Details of the deposit are to be documented on the Daily Cash Report:
   - Note Beginning Cash Balance (usually the amount of the authorized change fund)
   - Add Cash Collected
   - Add Checks – listed by maker, date and amount

- Add Credit Card transactions, if any
- Subtract Authorized Change Fund
- Indicate amount of bank deposit

6. A copy of the Daily Cash Report will be provided to the Finance Division of the Clerk of the Circuit Court and to the departmental headquarters of the activity (i.e. Library, Parks and Recreation, Solid Waste, CCU, etc.) *Note: Appropriate Daily Cash Report forms will be provided by the Clerk's Finance Division.* Dual verification of the Daily Cash Report as described in Section 3 is required.
7. Only one person will work out of a cash drawer at any one time. If multiple persons are authorized to collect cash and cash items then the authorized change fund should be divided among them with the attending responsibility of their own cash drawer.
   - If multiple cash drawers are used, then each cashier must prepare a daily cash report similar to the one outlined above to be used as documentation for the Departmental Daily Cash Report.
8. The department director or the director's designee will balance the cashier's cash drawer occasionally during the middle of the day or shift from time to time as a control procedure.
9. Divisions utilizing enterprise software systems will coordinate the development of appropriate procedures with the Finance Department to ensure general compliance with the established procedures.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

7.03 CHECK ACCEPTANCE

ORIGINATING DEPARTMENT: Finance	ADOPTED: July 22, 2008

PURPOSE:

To reduce risk to the County in the acceptance of checks for payment and to establish the fees that may be charged by the County for returned checks as provided by Florida Statutes.

POLICY/PROCEDURE:

Charlotte County accepts personal and business checks for payment of fees and services. The following provisions are to be observed concerning the acceptance of checks:

- Checks cannot be post-dated.
- Temporary checks are not accepted.
- When accepting a check for payment, ensure that the check is completely filled out including the amount, date and signature.
- Checks cannot be written for more than the fee being charged. (No cash back)
- Checks cannot be accepted from people who have written a dishonored check within the past 24 months. Each department will maintain a current list of dishonored checks.

Each facility must have a sign posted at the location where payment is accepted that reads as follows:

RETURNED CHECKS ARE SUBJECT TO THE FOLLOWING FEES AS PROVIDED BY FLORIDA STATUTES	
Check Amount	Fee
$0 - $50	$25.00
$51 - $300	$30.00
Over $300	$40 or 5% of face value, whichever is greater

SCHEDULED REVIEW DATE: As needed	AMENDED:

7.04 PETTY CASH PROCEDURES

ORIGINATING DEPARTMENT:	ADOPTED:
Finance	July 22, 2008

PURPOSE:

The purpose of this procedure is to provide general guidelines for the County's petty cash funds in the following areas:

- Purchase limits
- Allowed uses of fund
- Fund advances
- Fund reimbursement and documentation

Primary responsibility for ensuring compliance with these guidelines is assigned to the Clerk of the Circuit Court. The Clerk is responsible for auditing County expenditures to determine a) the propriety of the financial transaction; b) that purchasing procedures are met; and c) that the budget is not overspent.

POLICY:

Charlotte County has petty cash funds throughout the various departments. The petty cash funds are established to allow purchases of minor emergency items of a non-recurring nature with the approval of the petty cash fund custodian. Payment of minor items can be more conveniently made from a petty cash fund than by going through the formal verification procedures required for issuance of a check. Internal control over payments from the petty cash fund is achieved at the time the fund is replenished to its fixed balance rather than at the time of handing out small amounts of cash. When the custodian of a petty cash fund requests replenishment of the fund, the documents supporting each disbursement are audited for completeness, authenticity and valid business purpose. Since the types and amounts of disbursements to be made from the fund are specifically limited, the opportunities for misuse are reduced.

PROCEDURE:

1. Establishing a Petty Cash Fund

   When a department has a need for a petty cash fund, the department head should send a request for such a fund to the County Administrator. The request should state the name or title of the person who will the custodian of the fund and the fixed amount needed for the fund. The total requested should be the amount which will be depleted once every one to three months. Upon approval by the County Administrator, a check will be issued payable to the custodian.

2. Handling the Fund

   The cash and receipts in the petty cash fund must be kept in a locked container under the control of the custodian. Overnight the fund should also be locked in a desk, file cabinet, or safe. At all times the total of all cash and receipts must equal the approved fixed amount of the fund.

   Requests for reimbursement should only be prepared during the year when the cash in the fund is nearly depleted. Adequate processing time should be allowed for reimbursement before total depletion of the fund. Reimbursement should be

requested at the end of the fiscal year.

3. Petty Cash Purchase Limit

   Single purchases will be limited to $100.00. Invoices will not be split to circumvent the above requirements.

4. Allowed Uses of Petty Cash Funds

   In general, the petty cash fund is to be used for minor non-recurring, emergency purchases not to exceed $100.00. Some examples of proper purchases are:

   - Minor hardware parts
   - Minor office supplies unattainable through normal purchasing procedures
   - Minor non-recurring emergency services; such as repairs to small equipment or tires
   - Minor electrical supplies
   - Keys
   - Books or guides needed for one's working environment
   - Pictures to be developed for business purposes
   - An emergency purchase that is fully documented and explained as to the emergency situation and business purpose, with signed approval of the custodian of the petty cash fund

   Some examples of improper (un-allowed) purchases are:

   - Any single purchase over $100.00
   - Services for which the County's Purchasing Department could write a purchase order such as services that are received on a recurring basis.
   - Travel or seminar expenses should not be reimbursed through the petty cash fund. There is a "State of Florida Voucher for Reimbursement of Travel Expenses" form required for reimbursement.
   - A change order to an existing purchase order should never be reimbursed through petty cash
   - Miscellaneous office supplies that are carried by the contract supplier should not be purchased through petty cash because of special pricing acquired through the bid process.
   - Purchases should not be made for items that are required as a normal course of employment; such as driver's licenses or medical examinations.
   - Printing orders (I.D. cards, memo pads, etc.) should be made through the Purchasing Department. These types of items are normally not urgent in nature and require enough lead time to allow the Purchasing Department to order them.

   In summary, petty cash should be utilized with due care and professionalism.

5. Advances from Petty Cash

   There are instances when a person will need cash in advance to make a minor purchase. If a person is given a cash advance, the amount and date should be entered on a petty cash receipt and that person will be required to sign for it. Put the petty cash receipt in the cash box until the person returns with the vendor's invoice and change equaling the advance. At that time the petty cash receipt can be destroyed.

6. Reimbursement and Documentation

   When requesting reimbursement for the fund, the following steps should be taken:

   - Group all the receipts from the cash box and run a tape total.
   - Count the cash balance and verify that the cash balance plus the receipts are equal to the fund's fixed balance.

- All receipts must indicate the business purpose on them. For example, if books are purchased for a valid business purpose, the book's title and purpose should be indicated on the receipt. All receipts must have a valid business purpose indicated before they can be reimbursed by the Clerk's office.
- All reimbursements should be made on an itemized report or invoice from the vendor. A vendor's monthly statement cannot be used for payment purposes.
- Copies of receipts or invoices must be legible.
- All receipts must be attached to a "Petty Cash Reimbursement Request" form and coded to the various accounts involved with a final recap of all expenditures.
- The custodian of the petty cash fund will sign the "Petty Cash Reimbursement Request" form.
- At this point, the custodian <u>should verify</u> that the receipts, as summarized on the recap and the cash-on-hand are equal to the fund's fixed balance <u>each time</u> a reimbursement is requested. There must be <u>no</u> co-mingling of petty cash funds with other cash funds.

7. <u>Other Considerations</u>
   - It is recommended that custodians use a ledger system to account for their petty cash funds at all times. This may be kept in a separate location from the locked fund itself.
   - Sales tax should be reimbursed to the employee making petty cash purchases.

   In summary, if there is a question concerning the propriety of an expenditure from petty cash, contact the Finance Office

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

7.05 TRAVEL PROTOCOL AND REIMBURSEMENT

ORIGINATING DEPARTMENT: Finance	ADOPTED: July 22, 2008

PURPOSE:

To ensure that travel and per diem expenses of County employees adhere to this policy as in accordance with Florida Statute 112.061.

POLICY/PROCEDURE:

1. County employees are expected to exercise good judgment in expending County funds. Only the actual, necessary, and reasonable expenses incurred and authorized by Florida Statute 112.061 will be paid or reimbursed by the Charlotte County Government.

2. Mode of Travel
   - All travel must be made by the usual traveled route. (Section 112.061(7)(a), Florida Statutes) Extra costs due to travel by an indirect route, at the convenience of the traveler, will be borne by the traveler.
   - Air travel will be made by use of air coach operated by a scheduled airline. Use of common carrier, other than air coach, will not be authorized if air coach is available. (Passenger's ticket stub must be attached to the Travel Voucher.)
   - While using a County owned vehicle outside the County, if it becomes necessary for the traveler to use personal funds to purchase gas or repair the vehicle because of an emergency, expenses should be included on the Travel Voucher. All receipts must be attached.
   - Travel by privately owned vehicle may be authorized in lieu of common carrier or County owned vehicle.
   - No transportation allowance shall be paid when the traveler is gratuitously transported by another person or by another traveler who is entitled to a transportation allowance. (Copy of current insurance must be on file in Risk Management for eligibility or reimbursement.

3. Types of Travel
   - Travel Day – A period of 24 hours consisting of 4 quarters of 6 hours each. Fractional quarters paid as full quarters.
   - Class A – Continuous travel of 24 hours or more away from official headquarters.
   - Class B – Continuous travel of less than 24 hours which requires overnight absence from official headquarters.
   - Class C – Travel for short day trips not requiring overnight absence from official headquarters.

4. Following are the only expenses to be claimed as travel expenses:
   - Transportation Allowances:
     - Fare – Commercial fare, utilizing the usually traveled route. Receipts for expenditures are required for reimbursement.
     - Mileage – Allowance shall be in accordance with Florida Statute 112.061(7)(a), F.S. (see Official DOT Highway Mileage).

- Lodging – Reimbursement for lodging shall be at the single occupancy rate and must be supported by paid receipts.
- Meal Allowance – Allowance shall be in accordance with Florida Statute 112.061. In order to claim an expense for meals when gone for only one part of the day, you must have left the County:
  Breakfast – Before 6:00 a.m. and return beyond 8:00 a.m.
  Lunch – Before 12:00 p.m. and return beyond 2:00 p.m.
  Dinner – Before 6:00 p.m. and return beyond 8:00 p.m.

**Note: Meal Allowance for Type C Travel will be reimbursed through Payroll. No allowance will be allowed for meals when travel is confined to the County.

Per Diem Expense

- An in-state or out-of-state traveler may be allowed:

- Per diem at a fixed rate as prescribed in Florida Statute 112.061 If actual expenses exceed the fixed rate, the necessary and reasonable expenses for lodging at a single occupancy rate substantiated by paid bills, plus the meal allowance will be reimbursed. Those who desire to file for reimbursement pursuant to this subsection must document that their actual costs for lodging and meals exceeded the fixed rate per day by submitting copies of receipts.
- Class A travelers who desire to claim reimbursement for actual lodging plus meal allowances for some periods and per diem for other periods while on the same trip may only change methods on a travel day basis (midnight to midnight).

Other Expenses – The following expenses may be reimbursed:

- Rental Cars – May be used when such use is advantageous to the County and has been approved in advance along with the travel authorization request. Every attempt should be made to minimize the use of rental cars when other suitable more economical transportation is readily available.
- When renting a car, the most economical unit available must be used.
- Automobile Liability limits of $1,000,000 are to be purchased.
- Charlotte County Government is to be added as a named insured to the liability coverage.
- Receipts are required for reimbursements.
- Taxi Fare – Every attempt should be made to minimize the use of taxis when other more economical transportation is readily available. When utilizing a taxi, receipts are required.
- Ferry, tolls, auto storage and parking fees must be supported by a receipt.
- Actual costs of registration or tuition fees while attending a seminar, convention, or conference, must be accompanied by an agenda which shows the breakdown between the cost of registration and any meals which are included in the registration. Any meals which are included must be deducted from the meal allowance and per diem.
- Communication expenses incurred transacting County business only and must be so stated.
- If additional costs are incurred by a traveler due to overbooking by an airline, and the traveler chooses to have such costs paid directly or indirectly by the County, then any compensation in whatever form, received by the traveler from the airline for his inconvenience, shall accrue to the benefit of the County. If no additional costs are incurred or the additional costs are borne by the traveler, then such compensation for the traveler's inconvenience shall accrue to the traveler.

- Penalties for cancellation of discounted airline tickets may be paid from County funds only if the cause for cancellation is in the best interest of the County for legitimate County business.
- Sales Tax – In an effort to obtain exemptions available, when traveling on County business, a traveler will only be exempt from sales tax when a check or purchase order is issued directly to the hotel by Charlotte County. Travelers should provide hotels with a copy of the Tax Exemption Certificate upon check-in.
- No allowance will be allowed for flight insurance.

Advance Travel Payments

- Travel advances are a special consideration and are subject to all the previously mentioned policies, restrictions and limitations. Only under special circumstances may a person receive an advance to cover anticipated subsistence.
- A room deposit will be paid directly to the hotel, if requested by the traveler and is supported by documentation verifying the amount. The request must be submitted in advance.
- A person cannot request a travel advance if an outstanding travel advance exists.
- Travel and per diem expenses of County consultants will adhere to County policy in accordance with Florida Statute 112.061. This uniform statutory method should be followed whether or not a particular contract provides for a different method.

TRAVEL REIMBURSEMENT PROCEDURES

1. In-County
   - Obtain approval for travel by Department Head, prior to incurring any in-County travel expense.
   - Maintain a schedule of daily mileage and list it on the In-County Mileage Voucher, along with the area traveled and a complete description (origin/destination) of trip.
   - Mileage claimed from an employee's home to his/her office will not be allowed under any circumstances.
   - Prepare and submit properly completed and approved In-County Mileage Voucher to the Finance Department no later than the fifth of the month for mileage incurred in the prior month. Claims for reimbursement of less than $10.00 should be held until the next month until aggregate amount is $10.00 or more unless additional accrual is not expected within two months time. (The year-end deadline for submitting Mileage Vouchers for processing will be the same as that for other payments.)
   - Under no circumstances should In-County mileage be commingled with Out-of-County travel expenses.
2. Out-of-County
   - A separate Out-of-County Travel Voucher must be prepared for each trip.
   - All entries must be made on the top copy.
   - Prepare the "Travel Information" and "Authorization for Travel" sections of the Travel Voucher. Obtain the approval of the Department Head and/or the Board of County Commissioners (if necessary) prior to incurring any out-of-pocket expenses. (Elected officials may establish procedures for their employees.)
   - Complete and sign the Travel Voucher upon returning from the trip. Only Travel

Vouchers with original signatures will be processed.

- Origin and destination for each leg of a round trip as well as hour of departure and hour of arrival at destination of each leg of a round trip is required. Origination of travel, whether residence or headquarters must be indicated.
- Mileage from origin to destination for each leg of a round trip segregated by official FDOT map mileage and vicinity mileage is required.
- List mileage traveled while at place of destination separately from the Origin to Destination mileage in the column provided.
- Prepare and submit Travel Voucher and attach any applicable receipts, documentation, and agenda to the Finance Department within fifteen calendar days of return.

3. Registration Payments
   - If prepayment of registration fees is desired, forward a copy of the approved Travel Voucher to the Finance Department.
   - Attach a copy of the agenda including the Registration Form.
   - Include a photocopy of the Registration Form. The original will be mailed with check.

Hotel/Meal Advance Payment

- Only in rare circumstances will advances be made for subsistence. (Department Head approval is required.) Request an advance payment of anticipated travel expense and subsistence by forwarded copy of approved Travel Voucher to the Finance Department no later than ten days prior to departure. All expected expenditures must be itemized on the Travel Voucher (day by day). If attending a conference, convention, or seminar, a copy of the agenda should be forwarded with request to assist Finance in computing the proper per diem rate.
- Requests for lodging must be supported by verification of the room rate, including the full name and address of the hotel, preferably on an invoice or reservation confirmation received from the hotel. The traveler is responsible for paying any balance due upon checking out and will be reimbursed upon returning and forwarding the Final Travel Voucher to the Finance Department.
- Unless instructions are given to the Finance Department to the contrary, expense checks for lodging will be mailed directly to the hotel.

Airline/Car Rental Payments

- Request payment for airline or car rental by submitting (yellow) copy of the Travel Voucher to the Finance Department. Invoice from vendor must be included with request.
- Payment will be made directly to the airline, travel agency or rental facility.

Final Travel Voucher

- Return the list of expenses and the completed Travel Voucher to the Finance Department within fifteen calendar days of return. Finance will reconcile any differences owed the County or to the traveler and make a provision for reimbursement.
- Copies of all supporting documentation should be included with the final Travel Voucher (including registration, hotel, airline/car rental and agenda.)
- NOTE: If meal or hotel advances were disbursed, the final copy must be returned to the Finance Department even if nothing is due the County or the traveler in order for the funds to be transferred from the advance account to the proper departmental account.

ACCOUNTS PAYABLE

Processing Travel Voucher

- Verify mileage, single occupancy rate, deduction of meals included in registration, copy of agenda, etc.

If the Travel Voucher contains an advance to the employee, perform the following:

- If travel advance is greater than the actual expenditure incurred, then forward personal check received from the employee for the difference to Accounts Receivable.
- Prepare a journal entry charging the expenditure and reducing the receivable.
- Accounts Receivable to prepare Receipt for Deposit of County Funds reducing the receivable.
- If the travel advance is equal to the actual expenditures incurred, then prepare journal entry.

Outstanding Travel Advances

- Quarterly, order an Advance Account Report, detailing outstanding advances.
- Call employees who have an outstanding balance and make arrangements for submittal of final Travel Voucher.
- Receive and process outstanding Travel Voucher.
- If no response within three working days, notify Department Head.

SCHEDULED REVIEW DATE: As needed	AMENDED:

7.06 TRAVEL REIMBURSEMENT RATES

ORIGINATING DEPARTMENT: Finance	ADOPTED: July 22, 2008

PURPOSE:

To establish current travel reimbursement rates for mileage and meal allowances.

POLICY/PROCEDURE:

In accordance with Resolution 2003-157 the mileage and meal allowances have been adjusted as follows:

	Current	**Revised**
Mileage	48.5 ¢/mile	50.5 ¢/mile
Meal Allowance		
Breakfast	$10.00	$10.00
Lunch	$12.00	$12.00
Dinner	$21.00	$21.00
Total Meals	**$43.00**	**$43.00**

The revised amounts are as published by the U.S. Government Services Administration (GSA), and are the allowable mileage allowances consistent with the IRS.
Travel must be in the most economical means necessary. If there is a County owned vehicle available for use at the time of travel it should always be used instead of a personal vehicle.

SCHEDULED REVIEW DATE: As needed	AMENDED:

7.07 CHARLOTTE COUNTY FEE SCHEDULE

ORIGINATING DEPARTMENT:	ADOPTED:
Cross Departmental	July 22, 2008

PURPOSE:

To report the fee schedules for various departments.

POLICY/PROCEDURE:

Due to the fluidity and volume, Fee Schedules are available in the following departments:

- Building Constructions Services
- Community Development
- Environmental & Extension Services
- Fire/EMS
- Human Services
- Parks, Recreation & Cultural Resources
- Real Estate Services
- Utilities

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

Section 8.00

Equipment and Facilities

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8.01 CELL PHONE POLICY

ORIGINATING DEPARTMENT: Information Technology	ADOPTED: July 22, 2008

PURPOSE:

To provide guidance and procedures governing the use and acquisition of County owned cellular phones and other electronic media as well as reimbursement of personal wireless service accounts used for County business. The framework's flexibility enables employees to provide the best service to the public while limiting public expense as well as ensuring consistency among County departments and divisions using wireless devises.

POLICY:

County wireless equipment is provided to employees who, by the nature of their job, have a routine and continuing business need for wireless services to conduct official County business. Equipment usage accounts are expected to be set at a minimum level that fulfills the business need. The County expects appropriate and responsible use of County wireless equipment.
The County Administration and department directors are expected to ensure that:

- Each County-owned wireless device is clearly justified for County business purposes
- The employee understands the purpose and limitations of the wireless equipment usage
- The employee is responsible for reviewing the account billings detail for conformance with this policy
- The employee will reimburse the County for non-business use
- Use of the wireless account is terminated when there is no longer a need or if the employee has demonstrated a disregard to this policy
- An employee with a personal wireless account utilizing their service for business use on a non-recurring basis may receive reimbursement

PROCEDURE:

1. Determination of eligibility
   - It is the responsibility of the division-director to determine the business needs of the employees for wireless services
   - If an employee is considered to have a routine and continuing business need for wireless services then, subject to budgetary limitations, the employee is to be provided with wireless services by the County.
   - If an employee is considered to have a sporadic versus a continuing business need for wireless services, they will be reimbursed for personal wireless services charges.
   - The employee's immediate supervisor is to consider the request and determine whether the employee has an occasional or sporadic need to use wireless services on County business.
   - The supervisor's recommendation is to be reviewed with the employee and the division-director/manager

2. Acquisition of wireless equipment

   All wireless equipment is to be acquired through the County Information Technology Operations Division. A completed equipment request form is to be submitted by the division-director/manager.

3. Acquisition and modifications of service usage account
   - Equipment service usage accounts are to be acquired in accordance with state laws and county regulations governing purchases through the use of public funds.
   - The County's Network Support Supervisor will establish and maintain a list of available service usage options that address the wide range of business needs of County employees.
   - Eligible employees in consultation with their supervisors and the County's Network Support Supervisor will select the service usage account from the list of those approved by the County Purchasing Director. The selected account should be one that provides a combination of services including number of minutes, coverage and local call zone most nearly matching the employee's business needs. At least once annually, the employee's supervisor must review the employee's actual usage with the employee and if warranted select a different service usage account plan which matches the employee's recurring business needs.
   - The County's Network Support Supervisor will be notified of the selection and the name of the primary user of the service, and will make arrangements with the vendor to establish or modify the equipment service usage plan. Equipment service usage plans are to be established or modified only by the County Operations Manager.

4. Usage
   - County wireless service accounts are provided for the purpose of safety and greater efficiency. The County expects appropriate and responsible use. It is not intended to be used for personal convenience; however, the County acknowledges that in certain situations employees are better able to perform their work responsibilities through the limited use of the County's wireless service for personal calls. The following are some examples of unauthorized uses of County wireless services:
     - Any call which could reasonably be made from a standard telephone or other electronic communication that is available at a lesser cost
     - Any call made in relation to an employee's personal business enterprise
     - Any call for the purpose of personal entertainment, such as 900 numbers or movie links
     - Any call of unreasonable duration
     - Any calls between employees when the County radio system is available to both employees
   - Directors are responsible for confirming that employees comply with the intent of this policy and any additional policy restrictions imposed by the division or department

5. Billing, payment and reimbursement
   - Payment of County wireless service accounts.
   - The Information Technology Operations Division will provide the employees' monthly invoices to their departments.
   - The Information Technology Operations Division will process the account invoice for payment and post the charge to the division or department account line provided for each wireless service account.
   - The Information Technology Operations Division will provide a copy of the detailed service account usage to the appropriate department. Upon receipt of the service invoice, the department will take the following actions:
     - Review the invoice to verify conformance by the employee with this policy and validity of the amount being invoiced, and to assure that adequate unencumbered appropriations are available in the designated budget account line to cover the expenses

- Reimbursement by employee for personal use
  - If the monthly charge contains personal calls, the employee will be required to reimburse the County for such calls. The amount to be reimbursed will be the minutes used multiplied by the rate of $0.10 per minute plus any long distance, roaming or other special charges incurred for personal use
  - The employee confirms the reimbursement amount with the department accounting personnel. The reimbursement payment will be accompanied by a copy of the monthly statement identifying the personal calls and the associated costs.
  - The employee will sign the invoice and return it to the department accounting office with their required reimbursement payment in the form of a personal check made payable to "Charlotte County BCC".
  - The department will deliver to the Clerk's Finance Department the employee's check with a copy of the monthly itemized invoice identifying the calls being reimbursed along with the account line to be reimbursed. A summary copy of the entire department's reimbursements is to be forwarded to the Information Technology Operations Division each month.
  - The Clerk's Finance department will post the reimbursements to the designated account line and save the accompanying documents in a manner which will facilitate future retrieval.

Reimbursement to employee for business use of personal wireless services

- Reimbursement will be made not more than one time per month to employees for business use of their personal wireless services. The amount of reimbursement will be limited to:
  - The actual amount of the itemized bill clearly identifying the business use for monthly service excluding any late fees or amounts owed for prior months.

- The eligible employee will submit a copy of the monthly invoice detail of charges for personal wireless services account usage to his/her department for Director approval
- The Director will review and indicate approval or disapproval of the reimbursement by writing the notation "Approved" or "Disapproved" followed by his/her signature and date
- If the reimbursement is approved, the Director will forward the notated invoice copy to the appropriate departmental employee, who will enter a payment request into the Finance Department for reimbursements
- If the reimbursement is disapproved, the Director will return the notated invoice copy to the employee

SCHEDULED REVIEW DATE:	AMENDED:
[How often should policy be reviewed?]	

8.02 TELEPHONE POLICY

ORIGINATING DEPARTMENT: Information Technology	ADOPTED: July 22, 2008

PURPOSE:

To define guidelines for Charlotte County employees in the use of County telephones and personal cell phone usage.

POLICY:

Charlotte County employees are discouraged from using County phones for personal use as well as using personal cell phones during working hours. However, the County acknowledges that in certain situations employees are better able to perform their work responsibilities through the limited use of the County's telephones for personal calls or the use of their personal cell phones.

PROCEDURE:

1. County Phones:
   - Telephones should only be used during breaks, lunch, or before or after working hours, and should only be used to make local calls.
   - If personal calls are received in the office, they may be passed to the appropriate personnel at the time they are received. If this rule is abused, then calls will only be passed on during breaks, lunch, or before or after working hours.
   - In the event of an emergency, the above rules may be waived.
2. Personal Cell Phones
   - Personal cell phones are to be used only during breaks and lunch times
   - If receiving a call on a personal cell phone and you do not have voice mail, you may answer the phone to tell the individual calling when he or she can call back i.e. lunch or break times only (unless it is an emergency call).
   - Prolonged, habitual abuse of personal cell phone usage will result in the ban of personal cell phones being allowed on County property or in County vehicles by the abuser.
   - Cell phones are not to be used while operating County Equipment.
   - In the event of an emergency, the above rules may be waived.

SCHEDULED REVIEW DATE: [How often should policy be reviewed?]	AMENDED:

8.03 ACCEPTABLE TECHNOLOGY USAGE

ORIGINATING DEPARTMENT: Information Technology	ADOPTED: July 22, 2008

PURPOSE:

The purpose of this practice is to outline the acceptable use of technology equipment and electronic systems at Charlotte County Board of County Commissioners. Inappropriate uses expose Charlotte County BCC to risks including virus attacks, compromise of network systems and services, and legal issues.

The county's purpose in publishing an Acceptable Use Practice is to establish practices that are in alignment with its established culture of openness, trust, and integrity, without sacrificing the security of its systems. It is further intended to protect Charlotte County Board of County Commissioners' employees, partners, and the organization from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet and Intranet related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, Web browsing, and file transfer protocol are the property of Charlotte County Board of County Commissioners. These systems are intended to be used for business purposes in serving the interests of the organization and the public in the course of normal operations. (*Please review Human Resources Practices for further details.)*

Effective security is a team effort involving the participation and support of every Charlotte County BCC employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to become familiar with these guidelines and to conduct related activities accordingly.

POLICY/PROCEDURE:

Authority

The Information Technology Director administers the policy, which is currently effective for all Charlotte County BCC employees and Information Technology and Telecommunications systems.

Scope

This practice applies to employees, contractors, consultants, temporary, and other workers of Charlotte County BCC, including all personnel affiliated with third parties. This practice applies to all equipment and software that is owned or leased by Charlotte County BCC.

General Use and Ownership

1. Data created on the County's systems remain the property of Charlotte County BCC. Because of the need to protect Charlotte County BCC's network, management cannot guarantee the confidentiality of information stored on any network device belonging to Charlotte County BCC.
2. Charlotte County BCC employees will be guided by the Internet Access Guidelines and Cell Phone Policy as pertains to unauthorized personal use of County computers, equipment and software.
3. For security and network maintenance purposes, authorized individuals within Charlotte

County BCC may monitor equipment, systems, and network (information) traffic at any time, pursuant to Charlotte County BCC Audit Practices.

4. Charlotte County BCC reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

1. The user interface for information contained on Internet/Intranet systems should be classified as either confidential or not confidential, as defined by organization confidentiality guidelines. Examples of confidential information include but are not limited to: medical information, employee data exempted from public records, vendor and bidder's sensitive information, trade secrets, specifications, and other data. Employees should take all necessary precautions to prevent unauthorized access to this information.

2. Passwords:

   PASSWORD ADMINISTRATION

   Passwords for all systems are subject to the following rules for the protection of the County and the employee, as well as to preserve the integrity of County's information and systems.

   - Personal passwords are for the exclusive use of the person for whom the password is intended.
   - Personal passwords are not to be displayed, shared or made known to anyone other than the intended user.
   - When required, for business purposes, for another party to access the files of a user, the Information Technology Department's Desktop Support staff will facilitate the access.
   - Passwords should not be easily deciphered or identified with the user.

   PASSWORD COMPOSITION

   - The following are password requirements systematically enforced:
   - Passwords may not contain all or part of the user's account name.
   - Passwords must be at least 6 characters long.

   SYSTEMS ADMINISTRATIVE PASSWORDS

   Administrative passwords are subject to stringent composition, frequent change, and limited access. This includes passwords for routers, switches, WAN links, firewalls, servers, and administrative-level network operating systems.

   - Passwords MUST be at least 10 characters long.
   - Passwords MUST contain mixed case.

3. Use encryption of information in compliance with management's practices will be administered by the Information Technology Department staff.

5. Because information contained on portable computers is especially vulnerable, particular care should be exercised. Protect laptops and notebooks accordingly.

6. Postings by employees from a Charlotte County BCC e-mail address to newsgroups should be approved by appropriate channels in the course of business duties.

7. All workstations used by the employee that are connected to the Charlotte County BCC Internet/Intranet/Extranet, must be continually-executing approved, virus-scanning software with a current virus database.

8. Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse codes.

Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a workstation if that workstation is disrupting production services).

Employees of Charlotte County Board of County Commissioners are prohibited from engaging in any activity that is illegal under local, state, federal, or international laws or regulations while using Charlotte County Board of County Commissioners owned or leased resources.
The lists below are by no means exhaustive but attempt to provide a framework for activities that fall into the category of unacceptable use.

System and Network Activities

1. Violations of the rights of any person or organization protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to the installation or distribution of “pirated” or other software products that are not appropriately licensed for use by Charlotte County BCC.
2. Unauthorized copying of copyrighted material including, but not limited to digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music and the installation of any copyrighted software for which Charlotte County BCC or the end user does not have an active license is strictly prohibited.
3. Exporting software, technical information, encryption software, or technology, in violation of international or regional export control laws, is illegal. The Information Technology Director or designee should be consulted prior to export of any material that is in question.
4. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
5. Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
6. Using a Charlotte County BCC computing asset to actively engage in procuring or transmitting material in violation of sexual harassment or hostile workplace laws in the user’s local jurisdiction.
7. Making fraudulent offers of products, items, or services originating from any Charlotte County BCC account.
8. Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
9. Effecting security breaches or disruptions of network communication. Security breaches include but are not limited to accessing data of which the employee is not an intended recipient or logging in to a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, “disruption” includes but is not limited to network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
10. Port scanning or security scanning, unless prior notification to management is made.

11. Executing any form of network monitoring that will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
12. Circumventing user authentication or security of any workstation, network, or account.
13. Interfering with or denying service to any user other than the employee's workstation (e.g., denial of service attack).
14. Using any program/script/command, or sending messages of any kind, with the intent to interfere with or disable a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
15. Providing information about or lists of Charlotte County BCC employees to parties outside Charlotte County BCC, unless in compliance with Florida Public Records Act.

E-mail and Communications Activities

1. Sending unsolicited, not business-related, e-mail messages, including the sending of "junk mail" or other advertising material (e-mail spam).
2. Any form of harassment via e-mail, telephone or paging, whether through language, frequency, or size of messages.
3. Unauthorized use, or forging, of e-mail header information.
4. Solicitation of e-mail for any other e-mail address, with the intent to harass or to collect replies.
5. Creating or forwarding "chain letters," "Ponzi," or other "pyramid" schemes of any type.
6. Use of unsolicited e-mail originating from within Charlotte County BCC's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Charlotte County BCC or connected via Charlotte County BCC's network.
7. Posting the same or similar non-business approved messages to large numbers of Usenet newsgroups (newsgroup spam).

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

SCHEDULED REVIEW DATE: [How often should policy be reviewed?]	AMENDED:

8.04 INTERNET ACCESS AND USAGE

ORIGINATING DEPARTMENT: Information Technology	ADOPTED: July 22, 2008

PURPOSE:

To establish the basis for appropriate and secure access to resources on the Internet for Charlotte County employees and define policy, procedures and guidelines for use. Charlotte County provides access to external networks, including Internet access, to Clerk of the Circuit Court, Board of County Commissioners and Constitutional Office employees via dedicated network connections, through our existing Local Area Network/Wide Area Network (LAN/WAN) infrastructure. References to "County" networks and services within this document are inclusive of all County based LAN/WAN systems.

These guidelines are provided to assist in understanding the functioning of the County's system and are provided in association with the County's Internet Access Policy.

POLICY:

Information on the Internet, both in the form of Email and information on the World Wide Web (WWW) has become a valuable business resource. Notwithstanding the value of this resource, Internet access through Charlotte County-based systems and networks presents a number of potentially significant risks, including theft of information, system vandalism, legal liabilities, and lost productivity (e.g., non-business "net surfing" and personal Email communication). This policy statement establishes the basis for appropriate and secure access to resources on the Internet. Internet access, like other network-based resources, is provided to support County business. **Transmission and/or storage of inappropriate materials are prohibited.** Misuse of this service may subject employees to denial of the service and/or disciplinary action. The privilege of using Internet access is conditional on each employee, contractor and temporary employee being aware of his or her responsibilities regarding proper use of this tool. Guidelines for appropriate use of the Internet are provided to employees who are approved for access. As with all computer hardware and software provided by the County to its employees, tools for Internet access are the sole property of the County and are provided to County employees who have a business need to retrieve information from the Internet. It is the responsibility of the department director to determine business requirements and to approve requests for Internet access.

Charlotte County may block access to certain sites deemed inappropriate for business-related access (e.g., Adult Only Sites); however, unless specifically requested by the County Administrator or County Attorney, this feature will not be enabled. Individuals who may desire site blocking may request that this feature be enabled on their particular workstation.
Internet access will be provided primarily through the County's Network System. Use of modem access to third party Internet Service Providers may be allowed on a case-by-case basis as deemed necessary and approved by the Director of Information Technology. However, the use of modems (either local or shared) to access third party Internet Service Providers will not be permitted at locations where service is available through the County Network System.

Charlotte County reserves the right to monitor External Network usage, including content of

both incoming and outgoing Email communications. The County also reserves the right to disclose usage information to any party (inside or outside the County) as necessary to enforce this policy or as dictated by the Florida Statutes Public Records Provision. Employees of Charlotte County do not have a right to privacy in connection with their use of County property and their use and activities concerning External Network, Internet and Email communications.

PROCEDURE:

Secure Access

- Connection of systems within the County network to the Internet exposes County resources to risk and may only be provided by approved means. Users are required to use central, secured access services provided by the Information Technology Department. Use of modems (either local or shared) to dial into the Internet through Internet Service Providers is not allowed at locations where County Network Service is available.

Appropriate Use

- Internet usage is provided to County employees, contractors and temporary employees in support of County business. Individuals granted Internet Email and Web access from County facilities are responsible for appropriate use of the service and for protecting the County's resources, liability and reputation.
- Under no circumstances shall these services be used for personal financial gain, or to solicit others for activities unrelated to County business. The transmission or storage of defamatory or obscene material is prohibited.
- It is the responsibility of all management approving Internet use to periodically review appropriate use of the Internet with all employees.
- Harassing, discriminatory, offensive, hostile, suggestive, defamatory, or otherwise inappropriate language is prohibited.

Protection of Sensitive Information and County Image

- Care must be exercised to avoid exposure of sensitive or proprietary County or customer information on the Internet.
- Electronic commerce on the Internet, that is the ordering of goods or services with payment by credit card or purchase order number, must be performed in a manner that protects County financial information.
- Transmission on the Internet of other types of sensitive or proprietary County information must be protected by methods approved by the IT Operations Manager. As privacy technology is evolving very quickly, users with a need to transmit sensitive information should contact the IT Operations Manager for guidance.
- Care must also be taken when sharing non-sensitive material with sources outside of the County. Posting information to web sites or discussion groups should be done with extreme care. Representations of the County can only be made by authorized individuals. Even postings with disclaimers (e.g., personal views not reflecting my employer) create an association when coming from a County email address. Likewise, anonymous postings are often easily traceable back to the source network.

Downloading Information

- When downloading information from external sources, safeguards must be taken to avoid introducing computer viruses and other forms of contamination into the County network. Systems used to access the Internet must be configured with supported anti-virus software. It is the responsibility of the User to follow safe computing practices to minimize the possibility of infection. Contact the Help Desk for information about use of anti-virus software.
- Internet browsers are capable of downloading several classes of applications that execute

automatically on the browser's system. These applications introduce additional risks for attack on a user or third party's system. The two types of these applications encountered on the Internet today are Java and ActiveX. Our existing firewall will permit users to allow Java and JavaScript to run on their browsers. This policy is subject to change pending new evidence of security weaknesses in Java implementations.

- Microsoft's ActiveX technology is inherently capable of interacting with resources on a user's system. Until a reliable method of authenticating the source and safety of ActiveX controls is developed, users are prohibited from running ActiveX controls, scripts and plug-ins on their browsers.
- Some web sites may request to store "state" information on the system in the form of a "cookie". Each person has the ability to configure the web browser to allow, disallow or provide a prompt each time a cookie is stored. In general, accepting "cookies" is a safe practice and can be done without concern. Any questions concerning the saving of cookies may be directed to the Help Desk.

Reporting of Inappropriate Email

- As with postal mail, Internet Email presents an opportunity for unsolicited advertisements and other communication that is not appropriate for County business. Awareness of undesirable Email coming into the County is necessary in order to limit its inflow. County employees are expected to forward any emails received that you perceive to be SPAM or other undesirable email to the following email address bayspam@ccitdfl.com.

County Monitoring and Administration

- The County may block access to certain sites deemed inappropriate and periodically review logs of which sites are being visited.
- URL screening software is a reasonable means to filter the traffic from obvious categories of Internet Web sites that do not provide information or data applicable to conducting business within Charlotte County. However, the potential still exists for the resource to be misused; therefore it remains the employee's responsibility to assure their use of Internet resources is for business purposes. Visiting a site which has not been filtered, but is not related to County business or is personal in nature, could subject the employee to disciplinary action.
- All employees, contractors, and temporary employees that have been granted access to the Internet are responsible for observing these guidelines. Failure to do so may result in disciplinary action.
- For questions or assistance regarding Internet usage or access, please call the Help Desk.

Netiquette Practices

1. Read and respond to email daily. Reply to all messages, if possible, even if it means an acknowledgement of receipt of a message with just a few words.
2. Create email messages with the same care as with formal and informal written business correspondence. Remember email messages can end up in the hands of people other than the intended recipients.
3. Express oneself carefully in email communications. Avoid sarcasm. Remember it is more difficult for a person to know the intention of the message when they can't see body language or hear a voice.
4. Never take what someone else has written and use it without acknowledgement or permission.
5. Always announce oneself when sending email. Never pose as someone else.

6. Keep your email messages brief. Try to keep messages to no more than a full screen. Messages that need to be scrolled are too lengthy.
7. Fill in the subject field of the email message. This allows the receiver to recognize the content and the importance of the message.
8. Don't send abusive or defamatory messages. Remember, laws that govern written communication apply to email. These include laws relating to copyright, defamation, obscenity, fraudulent misrepresentation, freedom of information and wrongful discrimination.
9. Be tolerant of people making mistakes when using email. Electronic mail is a new tool for many.
10. Let individuals know availability for answering email, or make arrangements for emails to be forwarded to someone else during absences.
11. Remember that sending email is like writing a letter on official letterhead and should reflect well on the organization.
12. When broadcasting messages, be aware of to whom they are being sent.
13. Be careful when sending humor via email. It can easily be perceived as sarcasm because the person receiving the email cannot see the sender's expression.
14. Remember that, unlike phone conversations or personal communication, emails usually leave permanent records of sent messages.
15. Any electronic communication may become public knowledge. A rule to follow when writing email communication is "If you don't want to read it on the front page of a newspaper, don't send it".

<u>The Email Don't List</u>

1. Don't put something in an email message that would not be put in a memorandum.
2. Don't make unnecessary copies of messages or forward messages to others without a reason.
3. Don't broadcast emails without approval.
4. Don't respond to a message when angry. Allow a safe "cooling off" time before replying.
5. Don't assume someone else's identity when sending an email message.
6. Don't change someone's message to you and then send it on.
7. Don't spam (broadcast junk mail).
8. Don't put something in writing that should be said in person.
9. Don't shout at people by using all capital letters in your message.
10. Don't forget to check emails.

<u>The Email Do Checklist</u>

1. Do be as respectful to people via electronic mail as with people personally.
2. Do show patience and concern for people's unfamiliarity with electronic mail.

3. Do review each electronic message before sending it.
4. Do consider that each message sent via electronic mail has the potential to be seen, reviewed and scrutinized by an endless number of people, many of whom are not known.
5. Do compose content and distribute as if it were a “hard” copy.
6. Do be careful with humor, sarcasm, exaggerations and speculation: these can be hard to explain out of context.
7. Do promptly call inappropriate messages to the attention of the author, or, if necessary, a supervisor.
8. Do write messages as clearly and concisely as possible.
9. Do make certain that the subject field is filled so that recipients know the nature of the message (best if it is five words or less).
10. Do let people know the nature of responses. If necessary, include a portion of the original message sent in the reply.
11. Do identify yourself as the author of each email sent.
12. Do make an effort to understand how the email system works.
13. Do be courteous and remember that emails represent the organization.

SCHEDULED REVIEW DATE: [How often should policy be reviewed?]	AMENDED:

8.05 RADIO COMMUNICATION PROTOCOL

ORIGINATING DEPARTMENT:	ADOPTED:
Cross Departmental	July 22, 2008

PURPOSE:

To establish and communicate Federal Communications Commission (FCC) and Charlotte County Board of County Commissioners' (BCC) procedures and precepts on correct etiquette, including common language and terminology, in the use of the County's two-way radios.

POLICY/PROCEDURE:

The County's policy is attached.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

Charlotte County Government
RADIO COMMUNICATIONS DIVISION

800Mhz Radio Operation Procedures & Guidelines

FCC Requirements and Radio Regulations

Efficient communications are essential in today's world. Of all the facilities available, two-way radios are recognized as the most efficient system for keeping all units informed as to the exact conditions that exist at one or more incidents. Preliminary reports and status updates make it possible for officers to deploy their equipment most efficiently. Its value in the management of resources and operations has been well established.

Appropriate Radio Procedures

- It is important when using any radio that you use proper radio procedures. By doing so, chances are good the person you are calling is prepared to hear or "copy" your message and they will receive and understand it completely.
- Be sure to select the proper channel. Be sure the volume is turned up.
- Press and hold the Push-to-Talk (PTT) button on the microphone for approximately one second before speaking to allow the ANI data packet (squawk tone) to be sent.
- Speak in a normal voice. Shouting or loud talking causes distorted sounds that are difficult to understand. Every effort should be made to keep your voice calm, regardless of the situation. If a person is out of breath, they should pause momentarily and regain their composure prior to transmitting.
- Speak clearly in a natural conversational rhythm.
- Speak at a steady slow to medium pace, do not rush.
- Hold the microphone at a 45 degree angle about 2-3 inches from your mouth and speak across it.
- Try to avoid background noises. Sirens, air horns and other load noises can seriously impair reception of messages.
- All messages should be clear, concise and to the point.
- At no time is obscene or vulgar language appropriate.
- Remember, a message has no value if it is not clearly understood.

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Radio Etiquette

Do's

- Keep radio with you at all times.
- Practice the KISS method: Keep it short and simple.
- Speak clearly, directly, and slowly into the microphone at a distance of 1 inch.
- Communication should be respectful and related to official County business only.
- Listen before you begin your transmission and always wait a second before you speak after keying the push to talk button.
- Hold down the "push-to-talk" button BEFORE you begin to talk, otherwise some of your message may not get through.
- Acknowledge the receipt of all messages directed to you regardless of how trivial.

Don'ts

- Use profanities or slang.
  *The Federal Communications Commission (FCC) strictly forbids the use of obscenities. Please remember that private citizens and other interested parties monitor the radio frequencies, and it is imperative that appropriate language be used at all times.
- Shout into the radio as the resulting message will be distorted.
- Step on other transmissions.
- Argue, offend, defend or express inappropriate personal opinions.

Preferred Terminology	Meaning
Affirmative	Yes
Negative	No
Acknowledge	Confirm you understand my message
Confirm	My version is…Is that correct?
Correction	I made a mistake, correct version is…
Do you read	Made more than one attempt to reach, please acknowledge
Go Ahead	Listening, proceed with your message
Over	Message completed, reply expected
Stand By	Busy, please pause for a moment
Unable	Can't
Obtain	Get
Forward or Dispatch	Send

Words to Avoid		
Oops	Oh God…Stop!	Are you there?
What	Wait a sec…	Okey Dokey
Huh	Yeah, what!	Got it!
Yep	Nope	Ahhh

8.06 USAGE OF COUNTY VEHICLES, EQUIPMENT AND PROPERTY

ORIGINATING DEPARTMENT:	ADOPTED:
Cross Departmental	July 22, 2008

PURPOSE:

To ensure that County vehicles, equipment, and property are used only when there is a demonstrated advantage to the County, and that usage is performed in the most efficient and effective manner to provide service to the citizens of Charlotte County, while maintaining a professional image for the County. Employees are reminded that use of County vehicles, equipment, and property is restricted to providing service to our citizens, and that these are public resources.

POLICY/PROCEDURE:

Employees may be assigned a County vehicle to meet work-related transportation needs or to fulfill an on-call assignment. County vehicles are not to be used by employees for any purpose other than County business.

Employees may not drive vehicles for the County without the prior approval of their supervisor. Before approval, the department director will ensure that each operator possesses a current Florida State Driver's License for the class of vehicle to be operated.
Employees whose jobs require regular driving for the County as a condition of employment must be able to meet the driver approval standards of this policy at all times. In addition, employees holding those jobs must inform their supervisor of any changes that may affect their ability to meet the standards of this policy.

The Risk Manager will annually obtain and review the driving record of each authorized vehicle operator, and report any discrepancies to the appropriate department director.
Employees who drive a vehicle on County business must exercise due diligence to drive safely and follow all traffic laws, avoid distractions while driving, and maintain the security of the vehicle and its contents. Lock all vehicles when off site during any absence from the vehicle. Place any valuable items, County or personal property, in a secure place where they cannot be seen by an observer. If possible, do not leave valuable items in the vehicle during an absence.
Employees are not permitted, under any circumstances, to operate a County vehicle or personal vehicle on County business when any physical or mental impairment causes the employee to be unable to drive safely. This prohibition includes circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of illness, medication or intoxication.

Employees are responsible for any driving infractions or fines that result from their driving when driving a County vehicle or personal vehicle on County business and must report them to their supervisor.

Employees must report any accident, theft, damage, breakdown, or mechanical problem involving a County vehicle or a personal vehicle used on County business to their supervisor and the Human Resources Department, regardless of the extent of damage or lack of injuries. These reports must be made as soon as possible, but no later than 48 hours after the incident. Employees are expected to cooperate fully with authorities in the event of an accident. However, they should not make any statements other than in reply to questions of investigating officers.

All County vehicles are to remain within the established political boundaries of Charlotte County except for authorized travel. Out of County travel requires prior approval from the division manager, assistant director or department director. County vehicles are not to be taken home overnight except for those classifications on a take-home-vehicles list approved by the County Administrator or his designee, or those with prior permission from the division manager, assistant director, or department director. In the event an employee is allowed to keep the vehicle overnight and that employee has reason or need to travel outside County boundaries, the assigned County vehicle must be left at a Charlotte County facility, or another reasonable and protected location in Charlotte County.

All passengers in the vehicle must be current County employees, with the exception: Non-County employee passengers will be permitted if needed to perform an inspection, tour a facility with a contractor, consultant, resident, or if part of the normal job function.

Safety and Maintenance Procedures
Drivers are responsible for performing safety procedures to ensure safety and that the vehicle is properly maintained. Operators may obtain a copy of Fleet Management's Operator Discrepancies and Maintenance Report for inspection and documentation purposes. Discrepancies are to be reported immediately for correction.
Daily inspections to be performed by operator:

- Safety belts
- Exhaust system
- Tire condition
- Brake system
- Lights
- Windshield wipers
- Mirrors and glass
- Turn signals
- Horn

Monthly inspections to be performed by operator:
Fleet Management will assist operator in performing these checks, if the operator cannot complete them alone. Assistance must be requested and accepted in writing.

- Automatic transmission fluid level
- Motor oil
- Windshield washer fluid
- Coolant level
- Tire Pressure

Vehicle operators will wash their vehicles when needed.

- Drive through automatic car washes may be used for sedans small trucks and vans.
- Vehicle interior will be vacuumed as needed.

Regular review of vehicle care and maintenance:

- Each division will inspect their assigned vehicles on a quarterly basis to ensure proper vehicle operator care and maintenance. Inspection documentation shall be maintained so that vehicle operators who maintain their vehicles in an outstanding manner may be recognized by their division during employee recognition programs.

Suspected abuse or misuse:

- During routine or unscheduled maintenance, inspection will be made for possible abuse or misuse, and if observed will be noted on the work order for management review.

Take-Home Vehicle Policy

Authorized individuals may be granted use of a County vehicle for transportation to and from their place of residence and their work place, or in response to problems during other than normal work hours. The procedures established shall apply to all employees who are authorized to use County vehicles for this purpose. Only employees falling under this policy will be authorized or allowed to use a County vehicle for this purpose unless prior approval is given by the department director or division manager. It is the responsibility of the department director and division manager to ensure compliance with all procedures.

The assignment of a take-home vehicle is contingent on agreement with the following conditions:

- The employee must be a resident of Charlotte County. Employees residing outside of the County may utilize parking facilities available at County facilities located near the County line with the approval of the department director and the director of the proposed parking facility.
- The employee may be required to perform work functions prior to arriving at the office or after leaving the office if the required function is en route to their home or vehicle drop off point. These functions will be assigned as required by the supervisor.
- All persons who operate County vehicles will be employees of the County, possess, and maintain a valid Florida Driver's License as required by law. Any changes to your driver's license or status must be reported to your supervisor within 24 hours of the change.
- Employees shall not operate County vehicles for the purpose of conducting a private business or enterprise or for any other personal use. It is, however, recognized that a minimal amount of personal use of a County vehicle may be required for those employees that are assigned a take-home vehicle. This personal use shall be limited to:
  - Commuting to and from work
  - Performing small errands during the drive to and from work providing there is no deviation from the regular route taken by the employee.
  - Personal emergencies if no personal vehicle is available and the department director grants approval.
- All passengers in the vehicle must be current County employees, with the exception that a non-County employee passenger will be permitted if needed to perform an inspection, tour a facility with a contractor, consultant, resident or if part of the normal job function.
- The vehicle must be parked in a reasonably secure area at the employee's residence or on County property when not in use for County business or en route to and from work.
- The vehicle must be parked at the administration building if the assigned employee is on scheduled leave of absence for longer than forty-eight hours.
- The following items must not be transported in an assigned vehicle:
  - Firearms or explosives
  - Alcohol
  - Banned or illegal substances
- The use of tobacco products is not permitted in the County vehicle at any time.
- Assignment of vehicles is at the sole discretion of the department director.

Failure to comply with any of these conditions could result in disciplinary action up to and including termination.

Use of personal vehicles for County business

When a County-owned vehicle is not available or assigned, an employee may periodically and irregularly use a personally owned vehicle to carry out duties and responsibilities. All County

employees are eligible to use their personal vehicle in the conduct of official County business.
Employee requirements:

- Prior approval from the department head is required to use a personal vehicle in the conduct of County business.
- Employees must possess a current and valid motor vehicle operator's license issued by the State of Florida appropriate for the size and type of vehicle operated.
- The vehicle must be tagged and titled in the State of Florida
- The employee must be the owner of the vehicle, and operator for all mileage for which reimbursement is claimed.
- The employee must provide a copy of the Certificate of Insurance or Insurance Identification card to the Risk Management Department. At the time of renewal or change of policy, updated information must be provided.
- Employees who are not compensated for mileage by the County will not be permitted to use their automobiles on behalf of the County.
- Employees are not required to name the Charlotte County Board of County Commissioners as additional named insured on their automobile insurance policy.
- Upon authorization for use of a private vehicle, employees are required to document actual miles per month, and will be reimbursed at a rate established under Florida Statute 112.601. Mileage reimbursement claims are to be approved by the employee's department head and forwarded to be processed by the Clerk of the Circuit Court – Finance Division.
- If an employee is involved in an accident in a personal vehicle while on County business, a claim must be filed first with the employee's insurance carrier. Contact the Risk Management Department immediately.
- If there is litigation as a result of an accident, the County would represent the employee. In this situation, the Risk Management Department must be notified immediately in order to extend excess coverage, if needed.
- If an employee's personal vehicle is damaged or burglarized while on County business, a claim must be filed with the employee's insurance carrier. The County is not responsible for personal vehicles while parked on County property.

Reporting Vehicle Accidents

Operators involved in accidents that result in injuries and/or property damage of any type must observe the following protocol:

- Stop immediately and stay at the scene of the accident.
- Request help from 911. Obtain medical assistance for any injured parties. Do not move them or the vehicles involved unless lives are in danger.
- Warn motorists of any highway hazard.
- Notify local law enforcement.
- Obtain names, addresses, telephone numbers, and vehicle tag numbers from other drivers and witnesses.
- Notify the department supervisor and the Risk Management Department.
- Prepare Vehicle Accident Report.
- Obtain factual information using the accident report form in the vehicle as a guide.
- Obtain any case number or accident report numbers assigned by law enforcement.
- Stay at the scene of the accident until authorized to leave by law enforcement or the Risk Management Department.
- Do not offer any information or answer any questions except as directed by a law enforcement officer.
- Do not admit to liability, negligence, or fault.
- If vehicle cannot be driven from the scene, notify Fleet Management.

Use of County Equipment

It is the responsibility of every employee who utilizes County equipment, to safeguard the equipment against loss, damage, vandalism or theft while the equipment is in their care, custody or control. County property and equipment is not to be used for personal gain.

County equipment is not to be loaned to or operated by any non-County agency or person without direct supervision of the equipment by the County employee responsible for the equipment.

Any County equipment that is lost, damaged, vandalized or stolen must be reported immediately to the respective supervisor and any vandalized or stolen equipment must also be reported to the appropriate law enforcement agency and a written report obtained. A copy of the law enforcement report along with the Charlotte County Supervisor's Incident/Accident Report will then be processed in accordance with the Charlotte County Claims Review Committee Policies and Procedures.

Radio Division Repair Process

To cut repair and service costs in the county, radio division will evaluate requests for radio repairs, quotes, installation and service. Forms for this process are posted on the intranet in http://charlottesweb/.

Loaned Equipment

It is in the best interest of the County to promote cooperation between departments in the sharing of equipment and/or supplies. However, certain procedures should be observed to protect both the County property as well as reduce any threat of liability through injury by inexperienced operators.

Loaned equipment to County Departments or County employees, outside their respective departments, must have prior approval from the owning department's director.

- The lending department should request information on the individual that will be using their equipment to ensure they are qualified to use it. If the borrowing department does not have an individual that is experienced using the equipment, it should not be loaned.
- Personal injuries resulting from any borrowed equipment or supplies are the responsibility of the borrowing department.
- Liability for property damages to others will be assessed to the borrowing department.
- Damage to equipment is the responsibility of the borrowing department and any repair or replacement costs will be charged to the borrowing department.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

Section 9.00

Purchasing

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9.01 PURCHASING

ORIGINATING DEPARTMENT: Purchasing	ADOPTED: July 22, 2008

PURPOSE:

To purchase goods and services at the lowest total cost, consistent with needs, using specifications that will attract competition, maintain standards, promote standardization and simplification, minimize inventory and its attendant costs, and ensure a continuing supply of materials in a manner that will effect savings. Administration of the procurement process shall be in an open, competitive, fair manner, and without conflict of interest, or other impropriety, or the appearance of impropriety.

POLICY/PROCEDURE:

Policies and procedures are outlined in the Charlotte County Purchasing Manual, which is available on the County's intranet site. Topics included in the index:

- Cooperative Purchasing
- Competitive Sealed Bids
- Competitive Sealed Proposals
- Small Procurements
- Emergency Procurements
- Disaster Requisition/Purchase Orders
- Sole Source Purchase
- Specifications
- Special Procedures
- Contracts and Contract Administration
- Bid Security and Performance Bonds
- Purchase Requisition Procedures
- Fixed Assets Policy
- Procurement Card Guidelines
- Code of Ethics Policy
- Terms and Definitions
- Conclusion

SCHEDULED REVIEW DATE: As needed	AMENDED:

Section 10.00

Comprehensive Emergency Management Plan

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10.01 COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

ORIGINATING DEPARTMENT:	ADOPTED:
Emergency Management	July 22, 2008

PURPOSE:

The purpose of the Comprehensive Emergency Management Plan is to provide a framework for reducing the vulnerability from, efficiently responding to, and recovering from any hazard that may impact Charlotte County. The CEMP provides a management system for accessing local, state and federal resources, as necessary, to preserve and protect health, safety, and well-being of the residents of the County.

POLICY/PROCEDURE:

Policies and procedures are outlined in the attached Charlotte County Comprehensive Emergency Management Plan.
Topics included in the index:

- Introduction
  - Purpose
  - Scope
  - Assumptions
  - Comprehensive Emergency Management Plan (CEMP) Development Methodology
- Situation
  - Vulnerability Analysis
  - Hazards Analysis Methodology
  - Hazards Analysis
  - Geographic Information
  - Demographics
  - Economic Profile
  - Emergency Management Support Facilities
  - Disaster History in Charlotte County
- Response Organization without a Defined Incident Scene
  - State and Regional Response
- Federal Response
- Other Participants in the Response Organization
- Concept of Operations
  - Detection
  - Notification
- Roles and Responsibilities
  - Levels of Emergencies and Disasters
  - General
  - Organization
  - Direction and Control
  - Notification and Warning
  - Response Actions
- Responsibilities
  - Coordination with State and Federal Support of Local Operations
  - Plan Development and Maintenance
  - Record/Document Keeping for Government Functions and Post-Disaster

Operations
    - Mutual Aid/Memoranda of Understanding
    - Agency/Department Responsibilities
- Financial Management
- Training, Exercises, and Evaluation
    - General
    - Public Awareness and Education
- References and Authorities
    - Ordinances, Statutes, and Regulations
    - General
    - County Standard Operating Procedures, Plans, and Annexes
- Approval and Signatures

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

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C. County Standard Operating Procedures, Plans, and Annexes .....

XII. Approval and Signatures .....

ACRONYMS

This listing is a general reference and is not designed to be an authoritative or all-inclusive information source. Certain listed organizations are obsolete, but are included for the use of persons who may be referring to this page for definitions from older plans and documents.

AHCA	Agency for Health Care Administration
ALF	Assisted Living Facility
ARC	American Red Cross
ARES	Amateur Radio Emergency Services
ARL	Advanced Recovery Liaison
BCC	Board of County Commissioners
CAP	Civil Air Patrol
CCAC	Charlotte County Animal Control
CCCO	Charlotte County Community Outreach
CCEH	Charlotte County Environmental Health
CCEOC	Charlotte County Emergency Operations Center
CCFM	Charlotte County Facilities Management
CCMIS	Charlotte County Management Information Services
CCOEM	Charlotte County Office of Emergency Management
CCPA	Charlotte County Property Appraiser
CCPH	Charlotte County Public Health
CCPW	Charlotte County Public Works
CCSB	Charlotte County School Board
CCSO	Charlotte County Sheriff's Office
CCSS	Charlotte County Social Services
CCU	Charlotte County Utilities
CEMP	Comprehensive Emergency Management Plan
CEO	Chief Executive Officer
CERT	Community Emergency Response Team
CISD	Critical Incident Stress Debriefing
DACS	Department of Agriculture and Consumer Services (Florida)
DBPR	Department of Business and Professional Regulations
DCA	Department of Community Affairs (Florida)
DCF	Department of Children and Families (Florida)
DEM	Division of Emergency Management (Florida)
DEP	Department of Environmental Protection (Florida)

DFO	Disaster Field Office
DMA	Department of Military Affairs (Florida)
DMAT	Disaster Medical Assistance Team
DOEA	Department of Elder Affairs (Florida)
DOH	Department of Health (Florida)
DOI	Department of Insurance (Florida)
DOT	Department of Transportation (Florida)
DRC	Disaster Recovery Center
DSR	Disaster Survey Report
EAS	Emergency Alert System
EMPA	Emergency Management Preparedness and Assistance Fund
EMS	Emergency Medical Services
ESATCOM	Emergency Satellite Communications System
ESF	Emergency Support Function
FAC	Florida Administrative Code
FBI	Federal Bureau of Investigation
FDLE	Florida Department of Law Enforcement
FEMA	Federal Emergency Management Agency
FEPA	Florida Emergency Preparedness Association
FFCA	Florida Fire Chiefs Association
FF&WCC	Florida Fish and Wildlife Conservation Commission
FHP	Florida Highway Patrol
FIT	First-In-Team
FLNG	Florida National Guard
FMAP	Flood Mitigation Assistance Program
FP&L	Florida Power and Light
FRP	Federal Response Plan
GIS	Geographic Information Systems
HMGP	Hazard and Mitigation Grants Program
ICS	Incident Command System
IFG	Individual and Family Grant Program
JIC	Joint Information Center
LSA	Logistical Staging Area
NHC	National Hurricane Center
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
OEM	Office of Emergency Management

PDA	Preliminary Damage Assessment
PIO	Public Information Officer
PGFD	Punta Gorda Fire Department
PGPD	Punta Gorda Police Department
PGPW	Punta Gorda Public Works
RACES	Radio Amateurs in Civil Emergency Services
RDSTF	Regional Domestic Security Task Force
RIAT	Rapid Impact Assessment Team
RRT	Rapid Response Team
SAR	Search and Rescue
SBA	Small Business Administration
SEOC	State Emergency Operations Center
SERT	State Emergency Response Team
SOG	Standard Operating Guideline
SOP	Standard Operating Procedure
SNP	Special Needs Program
SWP	State Warning Point
USAR	Urban Search and Rescue
USCG	United States Coast Guard
VOAD	Voluntary Organizations Active in Disasters

EXECUTIVE SUMMARY

Charlotte County is vulnerable to a variety of natural, man-made and technological hazards that can potentially threaten the citizens, businesses, and environment. The *Charlotte County Comprehensive Emergency Management Plan* (CEMP) establishes the framework to ensure that Charlotte County and the City of Punta Gorda will be adequately prepared to deal with these hazards.

The CEMP outlines the general roles and responsibilities of County agencies when preparing for, responding to, or recovering from a large-scale emergency or disaster. The CEMP also coordinates emergency and disaster activities with volunteer organizations and businesses that serve Charlotte County.

The CEMP addresses all four phases of emergency management - mitigation, preparedness, response, and recovery. These phases' parallel activities set forth in two key documents: the State CEMP and the Federal Response Plan (FRP). The CEMP also describes how resources from national, state, and other sources will be coordinated to supplement County resources for disaster response.

The CEMP is divided into three (3) sections: The Basic Plan, Emergency Support Function (ESF) appendices, and Hazard Specific annexes. The following is a brief description of the CEMP.

1. The Basic Plan **-** The Basic Plan describes, in general terms, how Charlotte County will mitigate, prepare for, respond to, and recover from the impacts of a large-scale emergency or disaster. The Basic Plan contains sections that address specific operations and planning areas such as: the responsibilities of the county and city government, method of operations, financial policies that will be adhered to during times of emergency or disaster, and continuity of government.

   The Basic Plan also contains a section that addresses recovery issues in order to ensure a rapid and orderly implementation of rehabilitation and restoration programs for persons and property affected by an emergency or disaster.

   The Basic Plan also contains a section addressing mitigation issues which provides the County with a framework to be used for reducing the potential effects of emergencies or disasters before they occur.

2. The ESF Appendices **-** The Basic Plan Appendices section organizes the County emergency management activities into ESFs.

   In conjunction with the "State of Florida CEMP" and the "Federal Response Plan (FRP)," an initial 17 separate ESFs have been identified and each one provides specific information for that respective function.

3. The Hazard Specific Annexes **-** The CEMP contains annexes that are specific to particular hazards that require special action.

   a. Annex A - Charlotte County Terrorism Incident Response Plan: This Annex covers the general actions that the County will undertake in response to the consequences of terrorist incidents. Roles and responsibilities are defined in this Annex.

   b. Annex B - Charlotte County Wildfire Incident Response Plan: This Annex covers the general actions that the County will undertake in response to wildfires, or a complex of wildfires in Charlotte County that pose a major threat to populated areas of the County. Roles and responsibilities are defined in this Annex.

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I. INTRODUCTION

Chapter 252, Florida Statutes, mandates the development of the Charlotte County CEMP. The CEMP establishes a framework with uniform policy and procedures through which Charlotte County may prepare for, respond to, recover from, and mitigate large scale emergencies and disasters, either natural, manmade, or technological, which can adversely affect the health, safety, and general well-being of the citizens of Charlotte County and its municipality of Punta Gorda.

The CEMP describes the strategies that Charlotte County will use to mobilize its resources and conduct activities to mitigate, prepare for, respond to, and recover from large scale emergency and disaster situations. The CEMP provides flexibility of direction and guidance to Charlotte County, City of Punta Gorda, and volunteer personnel on procedures, organization, and responsibilities which will help prevent, minimize, and/or relieve personal hardship and property damage associated with large scale emergencies, disasters, or the eminent threat associated with these events, including warning and notification. The plan also provides for an integrated response from all levels of government, the private sector, and volunteer agencies.

The CEMP is operations and planning oriented. The CEMP addresses many issues including mitigation, preparedness, response, and recovery. The CEMP clearly defines the roles of County, City, and volunteer agencies, including elected officials, through the use of 17 ESFs. This is done in concert with the State of Florida and the Federal government in order to establish a level of operational continuity.

The CEMP strategies will be achieved using a functional approach by activating specific ESFs. Each ESF will be headed by a primary agency, which has been selected based on its authorities, resources, and capabilities in the specific functional area. These lead agencies will be supported by a number of supporting agencies who, can aid in supplementing resources (personnel, equipment, and supplies). Each ESF will use the Incident Command System (ICS) within each of their groups. However, Incident Command will be used in overall emergency operations.

The CEMP is constantly operational; before, during, and after and emergency, disaster, or catastrophe.

A. Purpose

The concepts and procedures specified by this CEMP are adaptable to all hazards that might impact the County and the City of Punta Gorda and are directed at attaining the following goals:

1. Reduce the vulnerability of people and communities of Charlotte County and the City of Punta Gorda to loss of life, injury, or damage and loss of property resulting from natural, man-made and technological emergencies, disasters, catastrophes, or hostile military or paramilitary action.

2. Prepare for prompt, effective and efficient response and recovery activities to protect affected lives and property;

3. Respond to emergencies, disasters, and catastrophes using all available management systems and resources, including: the National Incident Management System (NIMS); the ICS; local emergency plans; and local, state, and federal resources, as necessary, to preserve and protect the health, safety, and well-being of persons affected by the event;

4. Recover from emergencies by providing for the rapid and orderly implementation of restoration and rehabilitation programs for persons and property affected by emergencies;

   a. Outlines recovery assistance available to individuals, businesses and governments, and the local government actions involved in obtaining such assistance.

5. Provide a comprehensive emergency management system, consistent with NIMS and the NRP. This includes all aspects of pre-emergency preparedness, such as training and exercises, and post-emergency response, recovery, and mitigation.

6. Minimize damage to property, material shortages and service system disruptions that would have an adverse impact on the residents, businesses and economy, and the overall well being of the County.

7. Manage emergency operations within the County by coordinating and managing the use of resources available from municipal governments, private industry, civic and volunteer organizations, and state and federal agencies.

8. Assist in the anticipation, recognition, prevention, and mitigation of emergencies that may be caused or aggravated by inadequate planning for, and inadequate regulation of, public and private facilities and land use.

B. Scope

1. The CEMP establishes fundamental policies, program strategies, and assumptions.

2. The CEMP provides procedures for disseminating warnings and coordinating response actions, including; ordering evacuations, opening shelters, and for determining, assessing and reporting the severity and magnitude of such emergencies.

3. The CEMP establishes the concept under which the county and municipal government(s) will operate in response to natural, technological, and/or man-made disasters. These include tropical storms, hurricanes, tornadoes, floods, wildfires, hazardous material incidents, terrorism, freezes, droughts, civil disturbances, sinkholes, and mass immigration.

4. The CEMP establishes the ICS concept of operations. The direction and control of an emergency or disaster spans from initial situation monitoring through post-disaster response, recovery, and mitigation.

5. The CEMP defines the responsibilities of elected and appointed local officials and provisions for sharing information.

6. The CEMP defines the emergency roles and functions of County and municipal departments and agencies, private industries and civic and volunteer organizations.

7. The CEMP creates a framework through the ESF concept, and resource management plan, for the effective and coordinated use of County and municipal government resources.

8. The CEMP defines intra- and inter-governmental coordination mechanisms to help facilitate delivery of immediate assistance including the direction and control of intra-county, inter-county, state, and federal response and recovery assistance.

9. The CEMP identifies actions that county and city response and recovery organizations will take, in coordination with private, volunteer, state, and federal counterparts, regardless of the magnitude of the disaster.

10. The CEMP identifies emergency support facilities, including critical facilities, staging areas, Disaster Recovery Centers (DRCs), and Helispots.

11. The CEMP establishes a consolidated series of Standard Operating Procedures (SOPs). In most cases the SOPs are situation based, although some are specific emergency management functions.

C. Assumptions

1. Charlotte County, as a community, has developed the capability to execute this Plan to save lives, mitigate suffering, minimize the loss of property and recover from the effects of an emergency or disaster.

2. The necessary Mutual Aid Agreements (MAA) and Memoranda of Understanding (MOU) have been negotiated with other political jurisdictions and private organizations by the County and by organizations that have functional responsibilities in this CEMP (See Section V References and Authorities to locate a listing of operative MAA/MOU).

3. Elements of State government have certain expertise and resources available that may be utilized in relieving emergency or disaster-related problems that are beyond the capability of Charlotte County. State support capabilities and access arrangements for both State and State-coordinated Federal assistance are described in the current State CEMP.

4. When an emergency threatens Charlotte County, applicable provisions of this Plan will be applied, the Charlotte County Emergency Operations Center (CCEOC) will be activated and a State of Local Emergency (SLE) declared as appropriate to the severity of the situation.

5. When County resources are inadequate to cope with a disaster, State and Federal assistance will be coordinated and made available through the Florida Division of Emergency Management (Florida DEM) in Tallahassee in accordance with the State-Wide MAA.

6. When the Special Needs Population (SNP) cannot be safely sheltered in facilities within the County or arranged by the County elsewhere, the State will be asked to arrange the requisite shelter and SNP support service elsewhere through the State-Wide MAA.

7. This Plan will be used as the basis for specific implementing procedures and complementing plans developed by functional entities.

D. CEMP Development Methodology

1. Plan development and maintenance is a primary functional responsibility of the OEM Director. Active and on-going participation in the emergency planning process and in Plan production and evaluation is required of all who have responsibilities in Plan execution. This process involves a team of participants from all sectors of the community, and at all levels of authority in those sectors, and includes a set of interrelated and reiterative, activities as described in the following:

   a. The OEM Director maintains an emergency management team consisting of designated and empowered representatives of government agencies having operations in the County, critical businesses and industries, and volunteer and other concerned private groups. The organizations providing key members of this long-standing, broadly-based multi-purpose team are more formally identified in the Charlotte County ESF matrix in the Organizational section of this plan. Those identified with ESF primary and support responsibilities comprise the core emergency management planning team. Those on the core team also have key roles in CEMP training and evaluation activities. In consultation with the core team, the Emergency Manager drafts the Basic Plan and revisions. This planning activity includes defining the Plan Purpose and Scope, outlining the Concept of Operations, Assignment of Responsibilities associated with the execution of the Concept, providing analysis of potential hazards, and financial and resource management issues, among other elements.

   b. Based upon contents of the Draft Basic Plan, each ESF Lead Agency drafts an Annex outlining more specific information in coordination with the agencies that have support roles in that ESF. Each Draft ESF Annex is reviewed by all affected ESFs to advance overall coordination and understanding. During the ESF drafting and review process, the Basic Plan, too, undergoes scrutiny for adequacy of policy, content, coverage and concepts. The result of this iterative draft-and-review activity is the production of a final Draft Basic Plan with Annexes.

   c. The final Draft Basic Plan with Annexes is then reviewed by the County Attorney, the County Administrator, elected officials, and department and agency principals. Official written concurrence is obtained prior to presentation to the Board of County Commissioners (BCC) for adoption by Ordinance. Recognizing that the planning process is unending, Plan adoption may be undertaken even though some elements may be incomplete. Letters of acceptance to planning principles, and plan responsibilities can be found in the Charlotte County OEM Library. Attendance rosters for training and orientation seminars covering ESF and Plan operations are located in the Charlotte County OEM library.

   d. SOPs will be developed by participants, as necessary, to support the Plan. Some SOPs will be developed concurrently with development of the Basic Plan and the Annexes. Additional SOPs will follow the formal adoption of the Basic Plan. SOPs that pertain solely to internal department or agency operations in executing the ESF responsibilities are not included in distributed copies of the Basic Plan.

e. Appendices/Tabs and other Plan Addenda are developed to support elements of the Basic Plan an Annex or SOP, generally concurrent with development of each element. Since the data in Appendices/Tabs may be short-lived, identification of the Effective Date/Expiration Date must be stated clearly. Procedures must be set to ensure that a formal review and required updating is done at the appropriate time.

f. The final Draft Plan is submitted into the County ordinance adoption process after all issues raised in the final review step have been addressed by the Emergency Manager. A public hearing and comment period precedes the BCC action to adopt.

Upon adoption, the Chairman of the BCC promulgates the CEMP by signature, and copies are distributed for the record, for users, and for public access. Obsolete Plans and Plan elements are recovered in exchange for new editions. Receipt of replacement Plan elements is indicated by signature of the Department or Organization head. All changes will be sent to all persons on the distribution list as named in TAB Z at the end of this Plan.

g. Complete rewriting and reprinting of the Plan and submission to the BCC for formal adoption is done by exception, usually every 4 years. Interim adjustments to the Plan are accomplished by the OEM Director as necessary to keep the Plan current following draft, coordination, and review processes outlined in the preceding. Changes are affected by the OEM Director's distribution of changes with the requirement that obsolete pages be returned to Charlotte County OEM.

h. The signature list reflecting distribution of Plan copies is in TAB Z, at the end of this Plan. The matrix used indicates which elements of the Plan were distributed to each distribution point. Copies of the Plan or Plan elements are available for public viewing at the County libraries. Copies may be obtained upon request to the Clerk of the Courts for the cost of reproduction set by the Clerk in accordance with FS 119.07. Copy machines in the libraries can be used to copy desired portions of the Plan, at a reasonable cost.

i. Charlotte County will adopt the NIMS methodology of developing “preparedness organizations” within the local jurisdictions as well as across jurisdictions and with private organizations. These are ongoing forums for coordinating preparedness activities in advance of an incident. These “preparedness organizations” will represent a wide variety of committees, planning groups, and other organizations that meet regularly and coordinate with each other to ensure an appropriate focus on planning, training, equipping, and other preparedness requirements within and across jurisdictions.

4. It is important that each agency understand their own duties and responsibilities and be familiar with each ESFs duties and responsibilities. After reviews are made, each agency will be requested to write a letter in support of their assignments, roles, and responsibilities included in this plan.

Changes and updates will be made annually by February 1st each year and distributed to each agency in receipt of the CEMP.

Promulgation of this document will be completed upon a satisfactory review by the Florida DEM. This will follow approval by all named ESF primary and secondary agencies. An SOP will be used to ensure an inventory of the document among all appropriate parties and that updates are received and placed in the Plan.

The following is a listing of those departments and agencies that participated in the overall development and approval of the CEMP:

Charlotte County

- Administration
- Animal Control
- Attorney's Office
- Budget Office
- Board of County Commissioners
- Community Development
- Emergency Management
- Environmental Services
- Fire/EMS
- Public Health
- Human Resources
- Property Appraiser
- Libraries (JIC)
- Metropolitan
- Public Works
- Purchasing
- Social/Senior Services
- Transit
- Utilities
- Sheriff's Office
- Finance
- Property Appraiser
- Charlotte County School Board
- Charlotte County Development Authority
- Geographic Information System (GIS)

Punta Gorda

- Planning and Zoning
- Fire Dept
- Police Dept
- Utilities
- Public Works
- City Manager's Office

Private Industry

- Banking
- Assisted Living Facilities
- Insurance
- Punta Gorda Business Alliance
- Nursing Homes
- Charlotte County Chamber of Commerce
- Hospitals
- Englewood Chamber of Commerce
- Charlotte County Building and Contractors Association

Volunteer Agencies

- Salvation Army
- American Red Cross (ARC)
- Charlotte County Radio Amateurs in Civil Emergency Services (RACES)
- Charlotte County Voluntary Organizations Active in Disasters (VOAD)

State Agencies

- Department of Health (DOH)
- DEM

Other

- Southwest Florida Regional Planning Council
- South Florida Water Management District

II. SITUATION

This section provides a summary of Charlotte County's potential hazard considerations, geographic characteristics, support facilities, land use patterns, economic profile, and demographics of Charlotte County and the City of Punta Gorda. Storm surge and flood zone information can be found for specific addresses in Charlotte County at www.ccgis.com.

A. Vulnerability Analysis

According to the US Census Bureau, Charlotte County's estimated population is approximately 142,000 as of June, 2000. By the year 2005, Charlotte County's population is projected to rise above 156,900. As one of the most vulnerable counties in the United States to hurricanes, having one of the oldest average populations in Florida, and increased construction in vulnerable areas, Charlotte County can expect to experience a loss of life and/or property of catastrophic proportions to an array of hazards. The following statistics illustrate the Charlotte County population's vulnerability:

1. 98% of Charlotte County's population lives in coastal areas;
2. There are approximately 43 mobile parks with nearly 9,300 mobile homes;
3. The median age of Charlotte County residents is over 51 years old. More than 33% are over the age of 65, and more than 22% live alone;
4. Charlotte County currently has 900 people registered on its Special Needs Registry and this is expected to increase;
5. Charlotte County has no shelter space in Category III storms or higher;
6. ARC has disqualified the use of any Charlotte County shelters before a storm;
7. There are three hospitals with a total of 661 beds, eight nursing homes with a total of 1108 beds, and 28 assisted living facilities with a total of 1098 beds. This capacity is expected to increase with the added construction of medical facilities in the area.

B. Hazards Analysis Methodology

1. Identification of the hazards; natural, man-made (including criminal, attack and terrorist) and technological, expected to impact Charlotte County, directly or indirectly, is the first step in the emergency planning process. The second major step is analysis of the social and economic effects that such impact would have on the County. This analysis of effects leads to identification of resources needed to deal with each hazard and the cascade effect of hazard combinations.
2. Potential hazards are identified by study of Federal and State sources, and by review of local history and personalities, as well as projections available from the same sources. Political, social, and economic circumstances at local, State, Federal and international levels as well as weather and other physical conditions all combine to create specific hazards and hazard combinations. Personnel from the several disciplines and specialties, public, private and volunteer, represented on the County Emergency Management Team, apply their specialized expertise to hazard identification and analysis. ESF leaders are primary Team members.

Others with more minor roles are still important contributors to the County emergency management program.

3. Hazards seldom occur in isolation from one other. A focus of the hazard analysis is to identify the hazards and hazard combinations that are most likely to occur and may cause serious harm when they do occur. Severe weather, for example, can potentially produce flooding, hazardous materials releases, and disruptions to the provision of utility services.

4. Hazards analysis is an ongoing activity and requires continual updating. The hazard analysis leads to development of resource requirements which include; availability of personnel with specific skills, facilities and equipment, time (labor), funding and public relations. Certain resources are critical to emergency management operations. A listing and map of critical facilities, including staging areas and helispots (landing zones), is maintained by the Charlotte County OEM and is produced by the Charlotte County GIS Unit. Copies of the critical facilities maps and listings can be produced to meet operators' needs in specific circumstances. A listing of maps routinely maintained in the Charlotte County EOC is available in the Charlotte County OEM library.

C. Hazard Analysis

The primary goal of emergency management in Charlotte County is to ensure that the County and the City are prepared for responding to and recovering from the many consequences that are generated by the hazards that could potentially impact the county.

This section of the CEMP presents listings of the hazards which could impact Charlotte County and some of the consequences associated with each hazard. These consequences can potentially have an adverse affect on Charlotte County's citizens, infrastructure, and environment.

1. Hurricanes and Tropical Storms

a. Hazard

Hurricanes and tropical storms are the biggest threat to Charlotte County's population. Charlotte County is noted to be the most vulnerable county in the State of Florida to the impacts of these storms. Charlotte County has a coastline that fronts the Gulf of Mexico, along with two large saline rivers that run through Charlotte County and into the Gulf of Mexico. Charlotte County is also embedded with many canals and waterways. The large number of waterways and the general low elevation of Charlotte County exacerbates the vulnerability of Charlotte County's 142,000 residents to the dangers of tropical storms and hurricanes.

Increased construction in coastal areas and a growing population moving to these coastal areas has increased Charlotte County's vulnerability. The insurable and uninsurable losses to Charlotte County from a Category V hurricane would be catastrophic.

The Sea, Lake, and Overland Surges from Hurricanes (SLOSH) computerized flood/wind model for Charlotte Harbor indicates that up to 28 feet of storm surge could occur at Peace River Shores in a worst case scenario.

Many older model houses in Charlotte County, which were built in the 1950-1970 time frame, can also expect immense wind damage from hurricanes and tropical storms. These houses were built during a time when building codes were lax and builders did not know the vulnerabilities of their houses to tropical storms and hurricanes. Mobile homes can be expected to suffer immense damage in tropical storm and hurricane conditions as well, due to the fact that they are not anchored, nor designed for such wind events.

Hurricanes and tropical activity could affect the entire westerly 1/3 of Charlotte County where approximately 98% of Charlotte County residents live. Other elements of hurricanes, including torrential rainfalls and high winds, could also devastate the other 2/3 of the County, and could severely damage or destroy the agricultural interests in Charlotte County.

b. Consequences

- Large scale evacuations
- Road congestion
- Sheltering (pre and post-event)
- Animal issues associated with evacuation, sheltering, and disposal of deceased
- Infrastructure damage/loss (sewer, water, electric, roads, bridges, debris, communications, etc.)
- Damage/loss of financial institutions
- Damage/loss to service industry
- Crop loss
- Property loss
- Long-term economic impacts
- Overwhelmed public services (fire, EMS, law enforcement)
- Economic and social disruption
- Widespread psychological impacts (counseling needs)

2. Flooding

a. Hazard

Charlotte County is highly vulnerable to flooding.

Currently, under a worst-case scenario, about 98% of the county's population (approximately the westerly 1/3 of the county), is vulnerable to flooding from a hurricane.

The County's overall general low elevation invites both localized flooding and general flooding. Surface elevation averages anywhere from 0 ft above mean sea level to 74 feet above mean sea level in NE Charlotte County. The average elevation in Charlotte County is 10 feet above mean sea level.

The primary sources of flooding for Charlotte County are hurricanes, tropical storms, or thunderstorms that generally occur from June to October, which is the rainy season for Florida. Charlotte County has a network of different types of waterways, including canals, rivers, creeks, and streams, which run throughout the county.

Flooding can cause injuries and fatalities and produce widespread property damage. With the increase in population and the increased development in Charlotte County, we can only expect flood vulnerability and risks to increase. This is especially so since the Peace and Myakka River run through Charlotte County into the Gulf of Mexico.

Please refer to page 13 for the Charlotte County storm surge map.
Please refer to page 14 for the Charlotte County 100- year floodplain map.

b. Consequences

- Power outages
- Infrastructure damage (road/culvert washout, sewer infiltration, etc.)
- Erosion
- Residential fires
- Animal evacuation, sheltering, disposal of deceased
- Evacuation of residents and businesses
- Crop Damage
- Contamination of water supply
- Property Damage
- Economic Loss
- Debris
- Road congestion (sightseers, evacuees)

3. Hazardous Materials Spills

a. Hazard

The threat of hazardous materials spills in Charlotte County is considered to be moderate.

Charlotte County is vulnerable to both transportation accidents involving hazardous materials and hazardous material spills from fixed facilities. Major transportation routes include I-75, US 41, S.R. 776, C.R. 74, Kings Highway, and Veterans Blvd. Hazardous materials carriers are not prohibited from traveling on these roads, so the threat of accidents involving hazardous materials is always present. Charlotte County also has the Seminole Gulf Railroad which runs through many residential areas in Punta Gorda. This route is used mainly for carrying cargo, including hazardous materials. This adds to the threat of hazardous materials spills in Charlotte County should an accident occur.

Hazardous material spills from fixed facilities also presents a threat. Currently, Charlotte County has 27 facilities that are registered as carrying extremely hazardous substances (EHS).

This level of vulnerability does not account for the various storage places of other chemicals such as ammonium nitrate and chlorine, which can also pose a threat to Charlotte County's population.

b. Consequences

- Evacuation
- Sheltering
- Mass feeding
- Mass casualty
- Mass fatality (human and animal)
- Contamination of water supply
- Large scale contamination
- Decontamination

4. Nuclear Power Plant Incidents

a. Hazard

Charlotte County's exposure to nuclear power plant incidents is minimal.

Charlotte County is not located in any of the Emergency Planning Zones (EPZ) for nuclear power plants in Florida. The only exposure might occur if there was a total meltdown of a facility, which would release radioactive material into the atmosphere, thus affecting the entire State of Florida.

b. Consequences

- Decontamination
- Utility failure (Communications, power, etc.)
- Mass casualty (human and animal
- Contamination of water supply
- Mass contamination (human, animal, crops, facilities, ground)

5. Civil Disturbance

a. Hazard

Charlotte County's exposure to the civil disturbance threat is currently low.

Circumstances can, however, change rapidly, thereby elevating Charlotte County's exposure to high. In Charlotte County, there have been no signs of racial conflict, political conflict, or ethnic conflict that may spurn a civil disturbance. However, the potential threat is always present.

b. Consequences

- Property damage
- Infrastructure Damage
- Economic disruption/loss
- Mass casualty

6. Mass Immigration

a. Hazard

Charlotte County's exposure to mass immigration is minimal.

Charlotte County is not close to Cuba, where a lot of mass emigration has occurred. However, the possibility of mass immigration still exists from Mexico. If situations were to arise in Mexico, such as political upheaval, mass immigration into Charlotte County and other counties in the Gulf Coast would be possible.

b. Consequences

- Civil disturbance
- Financial impact on community resources
- Mass care
- Impact on social services
- Impact on jail and detention facilities

7. Coastal Oil Spill

a. Hazard

Charlotte County's exposure to coastal oil spills is minimal to moderate.

Charlotte County does encompass Charlotte Harbor, but this harbor is not navigable, in most places, by tanker or barge. However, the vulnerability exists from spills that may occur offshore with the spilled material(s) washing into the coastal areas, rivers, and canals of Charlotte County.

b. Consequences

- Environmental clean-up
- Animal issues (marine decontamination, disposal of deceased, etc.)
- Decontamination of coastal property
- Negative economic impact (tourism, fishing, marine businesses, etc.)

8. Freezes

a. Hazard

A freeze is weather marked by low temperatures, especially if below the point of freezing (32 degrees F, or 0 degrees C). Freezes normally occur at night.

Charlotte County's agricultural production (primarily citrus) is seriously affected when temperatures drop below the freezing point. The damage is not limited to crop loss, but a freeze can also damage trees and plants as well.

Charlotte County can expect a moderate freeze at least once every two yeas. It is estimated that a severe freeze that can destroy all crops can be expected once every 15-20 years.

b. Consequences

- Agricultural loss
- Infrastructure damage (burst pipes)

9. Brush and forest fires

a. Hazard

Charlotte County experiences brush fires and wildland fires annually.

The peak time for forest fires is usually during the annual dry season for Charlotte County, January through May. During these months grass, leaves, pine needles, and underbrush are in an optimal burning condition. Wildfires can be caused by lightning, campfires, uncontrolled burns, smoking, vehicles, trains, arsonists, and equipment use.

Wildfires can cause extensive damage to personal property, residences, and acres of grasslands, forests, and agricultural interests. Wildfires also threaten the health and lives of citizens in and around the fires.

b. Consequences

- Property loss/damage
- Evacuation
- Mass feeding of evacuees
- Mass sheltering of evacuees
- Agricultural loss
- Infrastructure damage or loss

10. Tornadoes

a. Hazard

Florida is known nationally as the number two state when it comes to tornado occurrence.

Many tornadoes and waterspouts (a funnel-shaped cloud, resembling a tornado, over a body of water) have been sighted in Charlotte County with only a few causing significant damage.

The tornadoes in Florida have a tendency to be somewhat smaller than those that occur in Texas and throughout the Midwest. However, the effects of these tornadoes can be just as damaging. The high and spiraling winds from a tornado or a waterspout can lead to high amounts of property damage, injuries, and fatalities. Exposure to these events is constant.

b. Consequences

- Property damage/loss
- Mass casualty
- Mass fatality
- Sheltering
- Feeding
- Agricultural loss
- Infrastructure damage/loss
- Debris
- Animal Issues (sheltering, disposal of deceased)
- Search and rescue

11. Drought

a. Hazard

Charlotte County is susceptible to drought, although it is not a common occurrence.

Charlotte County is susceptible to all types of droughts. This is especially the case during the dry season in January through May.

There are three types of droughts:

- Meteorological drought - a period of time, generally ranging from months to years, during which time the actual moisture supply at a given location consistently falls short of the climatological moisture supply
- Hydrological drought - stream flows and reservoirs are low due to a lack of prolonged rainfall
- Agricultural drought - occurs when the amount of water needed for crops is more than that available in the soil.

Factors to keep in mind when looking at drought frequency are as follows:

- Approximately 65-70% of the rain in Florida occurs during the period of June through September
- Rainfall is not uniformly distributed, even during high rainfall months
- Large quantities of rain run off into the Gulf of Mexico
- Charlotte County's sandy soil has a very low water holding capacity

Droughts can lead to agricultural damage, shortage of drinking water, environmental damage, and shortage of water needed for utilities and firefighting.

b. Consequences

- Agricultural Loss
- Economic loss (businesses relying on water, i.e., restaurants)
- Loss of water pressure on fire hydrants and in residences

12 Sinkholes and subsidence

a. Hazard

Charlotte County is moderately vulnerable to sinkholes and subsidence.

Very few occurrences of sinkholes and subsidence have occurred in Charlotte County.

Sinkholes and subsidence have the potential to cause damage or destroy houses, and injury or cause death to people.

b. Consequences

- Property damage/loss

- Infrastructure damage/loss

13. Terrorism

a. Hazard

Terrorism vulnerabilities are low in Charlotte County.

Terrorism can occur from three different types of sources: conventional (explosives), biological (Anthrax, etc.), radiological, and chemical.

No location is immune from terrorism. Locations such as the Charlotte County Administration Building, the Charlotte County Justice Center, and the Punta Gorda City Hall can be defined as potential targets for terrorism, but no past or current indications have pointed to these being designated as known targets.

b. Consequences

- Mass panic
- Mass casualty
- Mass fatality
- Decontamination
- Mass contamination of water supply, etc.
- Evacuation
- Economic and social disruption
- Feeding and sheltering of evacuees
- Overwhelming of hospitals
- Overwhelming of public safety personnel

14. Epidemic

a. Hazard

Charlotte County is vulnerable to epidemic on a constant basis.

Although the threat is minimal, an epidemic is still possible. With tourists coming in from all over the world during the months of October through April, there is an increased vulnerability during this time.

The environment is regularly monitored for diseases and pathogens by local and state agencies.

b. Consequences

- Mass casualty
- Mass fatality
- Infectious disease control
- Quarantine for livestock or people

- Need for a large number of treatment agents
- Sheltering
- Disposal of deceased humans and animals
- Handling of ill persons/deceased persons

15. Transportation Accidents

a. Hazard

Vulnerabilities to transportation accidents are a constant concern. Due to the high amount of transportation through and over Charlotte County, including Charlotte County's extensive highway and road system, a railroad passing through the area, a local airport, and being located along the flight path for the Southwest International Airport in Fort Myers, there is always the possibility of a transportation accident that may involve mass casualties.

b. Consequences

- Mass casualty
- Mass fatality
- Property damage
- Infrastructure damage
- Widespread traffic congestion

16. Exotic Pests and Diseases

a. Hazard

Exotic threats and diseases are a pervasive threat to the agricultural interests in Charlotte County.

This biological hazard is associated with any insect, animal, or pathogen that could pose an economic or health threat. The Mediterranean fruit fly and citrus canker are two examples of this threat.

There is also a possibility for the importation of pathogens that could have a negative effect on the livestock industry.

Charlotte County has not had any known reports of such diseases or pests, but the threat exists on a consistent basis.

b. Consequences

- Infectious disease control
- Quarantine for livestock or people
- Need for a large number of treatment agents
- Disposal of deceased animals

17. Critical Infrastructure Disruption

a. Hazard

This technological hazard is a consistent threat in Charlotte County.

This hazard may become present through an accident, sabotage, or terrorism. This hazard includes, but is not limited to, utility disruptions and communications system failures.

This hazard can cause other hazardous incidents to occur. These may include, but are not limited to, hazardous material spills, delay of medical operations, and loss of ability to provide power or communications, and loss of ability to provide utility services.

b. Consequences

- Evacuation
- Sheltering
- Mass feeding
- Mass casualty
- Large scale contamination
- Contamination of water supply
- Decontamination
- Economic loss
- Agricultural loss
- Inability of public safety officials to communicate
- Civil unrest
- Inability to provide critical support functions at medical facilities

18. Special Events

a. Hazards

This threat is moderate in Charlotte County.

With Special Events, the need for additional logistics and manpower to handle the possibility of large crowds increases significantly.

The possibility for acts of terrorism or civil disobedience in these events also increases.

Charlotte County has a few events through the year that draw large crowds. These include the Florida International Air Show, the Punta Block Party, and the Bon-Secours - St. Joseph's Fall Festival. Also included in these special events are political visits from the President, the Governor, and other prominent politicians.

SOPs are in place to handle medical and security issues that may accompany or arise from these events.

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b. Consequences

- Public safety resources overwhelmed
- Potential for terrorism, mass casualty, civil unrest

NOTE: Maps of these hazards and what areas of the county can be affected by these hazards are kept on file in the Charlotte County EOC Planning Office. Also, flood zones and storm surge zones can be referred to at www.ccgis.com**.**

D. Geographic Information

Charlotte County is located in the SW Florida coast, bounded on the west coast by the Gulf of Mexico; north by Sarasota and DeSoto Counties; east by Glades County; and the south by Lee County. Charlotte County encompasses 859.3 square miles with 165.6 square miles of inland surface waters. Surface elevation average anywhere from 0 ft above mean sea level to 74 feet above mean sea level in NE Charlotte County. The average elevation in Charlotte County is 10 feet above mean sea level.

Charlotte County has a vast area which is environmentally sensitive. The western boundary of the county borders on the Gulf of Mexico and embraces an extensive estuarine system including a barrier island chain, estuarine bays, tidal creeks, and Charlotte Harbor. Charlotte Harbor estuary includes its two main tributaries, the Peace River and the Myakka River. Most of the County's estuarine, open water area is contained within three State aquatic preserves. The eastern half of the county is dominated by Shell and Prairie Creeks, the Babcock-Webb Wildlife Management Area, Telegraph Swamp, and Long Island Marsh.

Due to Charlotte County's low elevations and the increased development along the coastal areas, 98% of Charlotte County's residents and their homes are susceptible to flooding.

Charlotte County's land use pattern is as follows:

- 121,000 Acres - Urban
- 227,202 Acres - Agriculture
- 12,882 Acres - Irrigated Farm Land
- 1,400 Acres - Commercial
- 10,900 Acres - Residential
- 9030 Acres - Punta Gorda
- 451,000 Acres - Charlotte County Soil/Water Conservation District (includes all of the above)

Much of Charlotte County's developed areas have had their historic drainage patterns altered as areas have been filled an improved. The alterations are in the form of channelization. Runoff is conveyed to our surface water bodies, such as Charlotte Harbor, Lemon Bay, Shell Creek, Prairie Creek, and Alligator Creek by way of canals, streams, and creeks. The undeveloped areas handle sheet flow by using a form of shallow concentrated flow ways. Charlotte County has 73 drainage basins with 19 in West County, 19 in mid-county, 22 in South County, and 13 in East county Charlotte County also has over 370 miles of manmade canals.

E. Demographics

Charlotte County's total population is approximately 142,000 (Source: 2000 census). In Charlotte County, approximately 125,000 people live in the unincorporated areas of Englewood, El Jobean, Murdock, Port Charlotte, Deep Creek, and Harbor Heights. Approximately 17,000 live in the City of Punta Gorda. There are approximately 187 people per square mile on average. During the winter months (January through April), Charlotte County's population increases by about 30%. This increase includes retirees, seasonal residents, and tourists, and is not focused in one particular area of the county.

The age breakdown of Charlotte County's population is as follows (Source: 2000 census):

0 - 14	12.9%
15 - 24	8.7%
25 - 44	20%
45 - 64	26%
65+	32.3%

In a worst case scenario, a Category V Hurricane striking the area, 98% percent of Charlotte County's residents would be vulnerable to the affects of wind and storm surge. This is due to the fact that 95% of the Charlotte County population lives on or near the coast and streams, rivers, and canals that run into the Gulf of Mexico.

Charlotte County's migrant population is approximately 1,500. Non-English speaking populations make up approximate 6 % of Charlotte County's population, with Hispanics making up 2%, Asians making up 0.7%, and other languages such as German and Arabic making up 3.2%. .

Each year, the Charlotte County Office of Emergency Management (OEM) registers those people who would need transportation for evacuation during an impending hurricane. This registry fluctuates between an average of 900-1,000 people.

Charlotte County has a total of 43 mobile home parks with 5,619 spaces, and 1,597 RV spaces. Current mobile home populations are estimated at about 9,400 residents.

Charlotte County's inmate population fluctuates. Charlotte County has two correctional facilities: Charlotte Correctional Institution has a maximum capacity of 1,286. The Charlotte County jail has a 500 bed capacity.

F. Economic Profile

Charlotte County's labor force makes up approximately 43.5% of its overall population. The following is an approximation of Charlotte County's employment breakdown :

Ag/Forestry/Fishing	619 employees
Construction	2,292 employees
Manufacturing	1,083 employees
Transportation/Comm/Util	951 employees
Wholesale/Retail Trade	9,788 employees

Finance/Ins/Real Estate	1,541 employees
Service Oriented Business	11,281 employees
Government	4,563 employees
Lumber/Wood	115 employees
Amusement/Recreation	528 employees

Overall employment, including those listed above, is 45,557 employees

The unemployment rate for Charlotte County an estimated 3.6%

Average property value in Charlotte County is approximately $74,650.

The per capita income in Charlotte County averages out to about $21,861, with an average of $26,217 per household. The average retirement income per capita is $3,461.

G. Emergency Management Support Facilities

Emergency Management Support facilities include helispots (landing zones), staging areas, and a series of critical facilities. All of these are identified on maps, which are kept in the Charlotte County EOC at 7474 Utilities Rd. The listing of these facilities has been forwarded to the State of Florida DEM so that it may be put in their files.

H. Disaster History in Charlotte County

The following table depicts disasters that have affected Charlotte County and their estimated costs.

DATE	DISASTER TYPE	NAME	ESTIMATED COST/DAMAGES
09/13/01 – 09/15/01	Tropical Storm	Tropical Storm Gabrielle – FEMA 1393-DR	An Estimated $4-6 million in damage to public infrastructure, businesses, and residences.
09/16/00 – 09/17/00	Hurricane	Hurricane Gordon – UNDECLARED	$200,000 in private and public infrastructure damages, No landfall in area, but some flooding did occur. Protective measures taken and standby executed for evacuations. EOC activated.
06/23/00 – 07/14/00	Drought	2000 Drought – SBA 9H62/S1432	No damage to public infrastructure, but drought forced water restrictions and threatened water supply to all residents of Charlotte County. Many wells dried up.
10/14/99 – 10/14/99	Hurricane	Hurricane Irene – FEMA 3150-FL	Approximately $49,000 in damages. Protective measures taken and standby executed for evacuations. EOC activated
09/1999	Tropical Storm	Tropical Storm Harvey – UNDECLARED	Passing tropical storm caused some flooding. Flood insurance claims totaled over $21,592.
04/15/99 – 04/29/99	Drought	Drought of 1999- FEMA 3139-EM	No damage to public infrastructure, but drought forced water restrictions and threatened water supply to all residents of Charlotte County. Many wells dried up.
09/25/98 – 10/02/98	Hurricane	Hurricane Georges – FEMA 3131 –EM	$120,000 No landfall in area. Protective measures, including evacuations took place.

DATE	DISASTER TYPE	NAME	ESTIMATED COST/DAMAGES
05/25/98 – 07/10/98	Wildfires	Firestorm '98 – FEMA 1223-DR	$60,000 Countless fires totaling over 2,000 acres burned during this summer.
10/08/1996	Tropical Storm	Tropical Storm Josephine – UNDECLARED	Some street flooding occurred. One home destroyed. Many flooded. Approx. $300,000 in public and private damages.
06/23/95	Flood	No Name-UNDECLARED	$3,430,278.43 in damages due to 15" of rain in 9 hours. Extensive bridge and road damage. Several homes flooded.
03/12/93 –03/13/93	Winter Rain Storm	No Name – UNDECLARED	Flooding caused by high tides. Flood insurance claims of $383,008 submitted.
06/23/92 – 06/28/92	Excessive Rainfall	No Name - UNDECLARED	23.5" of rain fell in Murdock, 18" fell in Punta Gorda, and 28" in Englewood. Flood insurance claims of $1.6 million submitted.
11/1988	Tropical Storm	Tropical Storm Keith	Flooding occurred due to abnormally high tides and minimal storm surge. Flood insurance claims of $224,384 submitted.
08/31/1985	Hurricane	Hurricane Elena	Storm surge caused flooding of up to 5' in some areas. Flood insurance claims of $1651,356 submitted.
06/17/82 – 06/18/82	Non-Tropical Low	No-Named Storm	Minimal storm surge and excessive rainfall cause approximately $1 million in damage.
06/18/72	Hurricane	Hurricane Agnes	5-7 inches of rain fell in Charlotte County causing flooding in Charlotte County. Flood claims of approximately $62,000 were made.

III. RESPONSE ORGANIZATION WITHOUT A DEFINED INCIDENT SCENE

The major elements of this section include levels of emergencies or disasters, structure of the response organization, notification and warning, direction and control, initial and continuing actions necessary for response, recovery, and mitigation efforts.

County and municipal assets will be used first to provide emergency response capabilities.

The CCEOC will be activated as needed and will coordinate all logistical resource requests for outside support with the State of Florida.

A local State of Emergency will be sought from the BCC, if needed.

Charlotte County will use a ICS structure and Unified Command organization for all-hazards incidents per the NRP and NIMS compliance guidelines.

The response organization will follow the NIMS/ICS standard for Unified Command structure. The first responding units from different organizations will initiate the ICS structure and coordinate all on-scene activities using a Unified Command organization. Guidelines for a Unified Command may be found in the State of Florida, Field Operations Guide (FOG). Figure 2.1 illustrates the local response Unified Command Structure.

On-scene units will initiate required notification, scene security, and response operations in accordance with established protocols.

PUT IN FIGURE 2.1 FOR ILLUSTRATION

A. State and Regional Response

Local response capabilities may not be adequate to conduct crisis and consequence management operations to large incidents. State and Regional resources may be mobilized after a resource request is made from the CCEOC. Such a mobilization would require an Executive Order by the Governor of the State of Florida.

The characteristics or magnitude of a terrorist event may necessitate the activation of the SEOC and the State of Florida CEMP. State resources mobilized through these actions would then be available to the County unified command. In addition, the State of Florida has established seven Regional Domestic Security Task Forces (RDSTFs) to address the unique emergency preparedness needs for terrorist incidents. State and Regional response organizations are illustrated in the following figures.

Pursuant to F.S. 943, the Florida Department of Law Enforcement (FDLE) is the lead state agency for Crisis Management. The Florida DEM is the lead state agency for Consequence Management.

1. Regional Domestic Security Task Force (RDSTF)

Pursuant to F.S. 943, the FDLE established a RDSTF in each of the seven operational regions of the department. The RDSTFs address the unique preparedness and response needs for terrorism and WMD incidents. The FDEM will support and assist the required RDSTF with the response of specialized personnel, equipment, and material to support local emergency agencies and organizations responding to an actual or threatened terrorist incident.

Each region has local agency resources (personnel and equipment) that make up a highly trained cadre of personnel that are equipped for response to a known or suspected terrorist attack involving a weapon of mass destruction.

The availability of these designated resources within each of the areas will minimize the time needed for their deployment to support the unified command at the scene of a known or suspected terrorist incident. The resources will be coordinated through the RDSTFs by the Charlotte County EOC.

The EOC will utilize the EM2000 system to track actions taken and resources requested and used. The EOC will conduct resource requests from The State of Florida. These actions will occur through ESFs 7 and 16 (Resources, Law Enforcement). Charlotte County is located within Region 6. The resources within each region will be structured, trained and equipped to address the unique needs and capabilities of the communities within that region.

Regional assets available will include resources capable for response to incidents involving biological, nuclear, incendiary, chemical, and explosive (B-NICS) agents, as follows:

a. Evidence/investigative response team; (Note: Could be comprised of SO, PD, FDLE, WCHD, Federal Agencies).

b. Special weapons and tactics team;

c. Bomb squad;

d. Hazardous materials response team;

e. Emergency Medical Services (EMS); Hospitals; Laboratories;

f. Public works, and;

g. Fire fighting.

2. Florida National Guard (FLNG) WMD Civil Support Team

The FLNG WMD Civil Support Team is a 22-member team comprised of specialized National Guard personnel available for activation to any location in the State when authorized by an Executive Order of the Governor. The team will provide support to the on-scene Incident Commander (IC) with highly specialized technical services that may be needed for response to a known or suspected terrorist incident involving a weapon of mass destruction (WMD). The team is available in the State on a seven day, 24 hour basis and is equipped with specialized technical skills and equipment.

3. FLNG Computer Emergency Response Team

   The FLNG Computer Emergency Response Team is a team of specialized National Guard personnel available for activation to any location in the State when authorized by an Executive Order of the Governor. The team provides support to the Incident Commander at the scene with highly specialized technical services that may be needed for the response to a known or suspected terrorist incident involving a cyber terrorism event.

4. Department of Environmental Protection (DEP) Environmental Terrorism Response Team (ERT)

   The DEP-ERT is a special team consisting of DEP environmental investigators, emergency responders and uniformed officers along with representation from DOH, Florida Department of Transportation (DOT), DACS, and the U.S. EPA Investigative Division. The team is available to support incident commanders with hazardous material issues but is not limited to hazardous material and industrial chemicals. ERT personnel can be on scene within three hours and the full team deployed within twelve hours of notification.

IV. FEDERAL RESPONSE

All Federal Crisis Management Resources will operate as defined under the United States Government Interagency Domestic Terrorism Concept of Operations Plan (CONOPS). The Federal Bureau of Investigation (FBI) is the lead federal agency for terrorist Crisis Management. All federal Consequence Management Resources will operate as defined under the National Response Plan. Under the Department of Homeland Security (DHS), the Federal Emergency Management Agency (FEMA) is the lead federal agency for Consequence Management.

V. OTHER PARTICIPANTS IN THE RESPONSE ORGANIZATION

It is possible that the nature of a terrorist event could necessitate other non-government participants in the emergency response organization. Examples that may need to be considered include the following:

A. Owners or operators of the facility in which the event is occurring;

B. Owners or operators of a transportation center, or modes of transportation (for example, airplane, boat, railroad), in which the event is occurring;

C. Non-government expert advisors or consultants, such as university scientists, physicians, or private contractors.

D. Non-government laboratories for threat agent identification;

E. The manufacturer of the threat agent;

F. Rental agents or contractors providing vehicles, equipment, or supplies involved in the event;

G. Health and medical care facilities and mortuaries managing the victims of the incident, and;

H. The owners, operators, clients, or support organizations for computer networks, telecommunication systems, and internet services threatened by a cyber terrorist attack.

These organizations or officials may become participants in the Unified Command and/or have liaison personnel deployed to the appropriate state or local EOC.

VI. CONCEPT OF OPERATIONS

GENERAL

This Section describes the operational concepts to be used by the response organization described in **Section III (Response Organization).**

TERRORIST EVENT RESPONSE PROCESS

Three actions unique to emergency operations for both crisis and consequence management are:

1. Identifying the event as a known, suspected, or threatened terrorist or cyber terrorist incident/attack;
2. Assuring notifications to agencies are made; and
3. Disseminate public information as time and need permits.

This section describes these initial steps.

A. Detection

Detection of an actual, suspected, or threatened terrorist or cyber terrorist incident/attack may occur through the following types of mechanisms:

1. Communications centers/911 calls;
2. Bio-surveillance software;
3. Law enforcement intelligence efforts;
4. Warnings or announcements by the perpetrators;
5. Characteristics of the event, such as explosion or chemical recognition;
6. Witness accounts;
7. The medical or physical symptoms and/or clustering of victims/cases;
8. Routine surveillance monitoring of County morbidity and mortality, and;
9. Unexplained disruption or failure of a computer network, telecommunications system, or internet service.

Local response organizations may initiate operations for routine law enforcement, epidemiological, hazardous materials, or mass casualty incidents without recognizing the situation as one caused by a terrorist or cyber terrorist attack. Specific roles and responsibilities will be discussed in Section VII (Roles and Responsibilities).

B. Notification

1. Intelligence

Any intelligence received from other agencies or from local resources should first be evaluated for reliability and credibility. If deemed reliable, and credible a decision will be made on what elements of the report(s) may be released to non-law enforcement agencies. Whenever possible, advance notification to emergency response agencies will be provided to assure the proper staff and equipment is prepared for the incident.

2. Interagency communications

a. Each response agency will maintain a key personnel notification roster or phone tree that goes to at least three levels and allows for assumption of authority in the event primary personnel are incapacitated. The phone tree will contain 24-hour notification means for the first three levels of command and operational sections. This phone tree should be posted in the central communications section for each agency, the agencies Continuity of Operations Plan, and each key member of the notification tree should also have a copy.

b. Each agency should establish how notifications will be made within the agency, and what methods should be used to provide information security during the notification process. For example, depending on the agency, it may be desirable to establish a code term for use over open radio systems and cellular phones when landline phone or secure radio is not available.

3. Public Notification

a. Initial public information releases will be conducted by the Charlotte County Sheriff's Office (CCSO) Public Information Officer (PIO). This will continue until such time as the Unified Command is established.

b. The Unified Command will establish a Joint Information Center (JIC) to disseminate public information. Information released by the JIC must be pre-approved by the Unified Command members.

The JIC will be composed of PIO elements from each responding agency to include but not limited to local, state, and federal. The JIC will be responsible for coordinating and disseminating all public information releases. The JIC will establish a schedule for press briefings and release other information as needed.

RESPONSE AND RECOVERY

A. Initial Response

1. Incident Command On-scene. The local law enforcement agency in coordination with the responding fire personnel on-scene will initiate Incident Command.

2. The on-scene Incident Commander may initiate the following actions.

a. Seal the facility or area; prohibiting ingress or egress.

b. Evacuate the facility or area; allowing all persons to leave the area or structure, provide a symptom list to people who may have been exposed, to monitor for effects.

c. Establish Hot, Warm and Cold Zones, Decontamination area, EMS pick-up and Media/Press Area. Establish an entry control point (up-wind or cross wind but not within more than a 90-degree arc of the incident area). To evacuate people, move them up wind or cross wind to a decontamination area, as required by local protocol or other emergency information sources. The Incident Commander must establish a means to positively account for each individual leaving or entering the area.

3. Establish separate decontamination facilities for men and women.

4. Coordinate the release of public information through a JIC. Media releases will be closely coordinated with the Health Department.

NO EMERGENCY RESPONDER OR AGENCY WILL ISSUE MEDIA RELEASES WITHOUT THE APPROVAL OF THE INCIDENT COMMANDER AND/OR UNIFIED COMMAND.

5. Upon the arrival of the FBI a Unified Command will be formed if not previously accomplished.

6. The CCSB and the Charlotte County Health Department will conduct a joint criminal/EPI investigation per the established Memorandum of Agreement.

B. Reimbursement/Finance

1. Purchasing Guidelines

a. Emergency Management will request a State of Local Emergency from the BCC. The declaration will allow for the full activation of the EOC and will activate disaster response and recovery guidelines. Purchases will be expedited through ESF-7 (Resources).

b. Local purchases can be made on BCC credit cards and with purchase orders provided through ESF-7.

c. All local response agencies shall maintain detailed documentation of items and services purchased and how they were used. This information will be used to request reimbursements at a later date.

d. All equipment requests and use shall be documented as well as the number of hours used and/or miles driven to facilitate the payment reimbursement function.

e. Pay and workman compensation issues shall be governed by pre existing federal, state, and agency policies.

f. Contracting services shall follow all local, state and federal guidelines.

C. Economic/infrastructure Recovery

1. Economic and infrastructure recovery shall follow the guidelines established in the Charlotte County CEMP and the Local Mitigation Strategy Plan.

STATE EMERGENCY RESPONSE OPERATIONS

A. Activation of the State Emergency Operations Center (SEOC)

The SEOC may be activated for any terrorist threat or incident involving a weapon of mass destruction. Upon receipt of an Executive Order, the FDLE Commissioner will assume the role of State Incident Commander and the Director of DEM will assume the role of State Coordinating Officer for the event.

B. Deployment of State Liaison Personnel

Several emergency operations facilities may be established for management of the incident. The Florida DEM, through the SEOC, may deploy liaison personnel to any or all of the following:

1. The local unified command;
2. A local EOC;
3. The Federal Joint Operations Center;
4. The JIC;
5. Forward Coordinating Team;
6. The Federal Regional Operations Center and, or;
7. The State Regional Operations Center.

C. Mobilization of Other State Resources

Other state resources requested by the Unified Command through the local EOCs of the involved jurisdictions and RDSTFs will be mobilized through the SEOC and/or the appropriate State ESF in accordance with the provisions of the State CEMP.

D. Deactivation of the State Response

Deactivation of the state's response and demobilization of deployed state personnel will be at the direction of the SEOC after coordination with the local jurisdictions. Deactivation of specific assets, operations, or facilities may be staged as conditions warrant.

FEDERAL EMERGENCY RESPONSE OPERATIONS

A. United States Government Interagency Domestic Terrorism Concept of Operations Plan (CONPLAN)

The Office of Homeland Security Advisory System, as adopted and modified by the State of Florida, provides a range of threat conditions and recommended *protective* measures. It's important to note that these conditions are all *pre-attack*. The United States Government Interagency Domestic Terrorism Concept of Operations Plan (CONPLAN) establishes a range of threat levels determined by the FBI that serves to frame the nature and scope of the Federal *response*. While the first three of these levels represent pre-attack conditions the last one applies to an actual WMD event. The State of Florida has adopted this concept and applied it as the conditions under which the RDSTFs will operate.

Each threat level provides for an escalating range of actions that will be implemented concurrently for crisis and consequence management. Specific actions will take place, which are synchronized to each threat level, ensuring that all agencies are operating jointly with consistent executed plans. Federal and State government will notify and coordinate with State and local governments, as necessary. These threat levels are described below:

1. Minimal Threat – Received threats do not warrant actions beyond normal liaison notifications or placing assets or resources on a heightened alert (the task forces are operating under normal day-to-day conditions).

2. Potential Threat - Intelligence or an articulated threat indicates a potential for a terrorist incident. However, this threat has not yet been assessed as credible.

3. Credible Threat - A threat assessment indicates that the potential threat is credible, and confirms the involvement of a weapon of mass destruction in the developing terrorist incident. Intelligence will vary with each threat, and will impact the level of the response. At this threat level, the situation requires the tailoring of response actions to use resources needed to anticipate, prevent, and/or resolve the crisis. The crisis management response will focus on law enforcement actions taken in the interest of public safety and welfare and is predominantly concerned with preventing and resolving the threat. The consequence management response will focus on contingency planning and pre-positioning of tailored resources, as required.

   The threat increases in significance when the presence of an explosive device or weapon of mass destruction capable of causing a significant destructive event, prior to actual injury or loss, is confirmed or when intelligence and circumstances indicate a high probability that a device exists. In this case, the threat has developed into a weapon of mass destruction terrorist situation requiring an immediate process to identify, acquire, and plan the use of State and federal resources to augment state and local authorities in lessening or averting the potential consequence of a terrorist use or employment of a weapon of mass destruction.

4. Weapons of Mass Destruction Incident - A weapon of mass destruction terrorism incident has occurred which requires an immediate process to identify, acquire, and plan the use of state and federal resources to augment state and local authorities in response to limited or major consequences of a terrorist use or employment of a weapon of mass destruction. This incident may have resulted in mass casualties. The response is primarily directed toward public safety and welfare and the preservation of human life.

The classification may be upgraded at any time, when warranted by conditions.

B. Threat Classifications

1. Homeland Security Advisory System

a. The Federal Office of Homeland Security developed The Homeland Security Advisory System as a means to disseminate information regarding the risk of terrorist acts to federal, state, and local authorities and to the American people. The State of Florida has adopted this classification scheme. In most cases the State threat condition will mirror the National threat condition. There may, however, be instances when the State threat level will be either higher or lower than the National level. Examples may include threats specific to the State of Florida that warrant an elevated threat condition beyond the National level, or threats specific to other parts of the country or to National interests that may not be applicable to Florida. In the latter case the State threat level may actually be lower than the National level.

There are five Threat Conditions, each identified by a description and corresponding color. From lowest to highest, the levels and colors are:

Low = Green

Guarded = Blue

Elevated = Yellow

High = Orange

Severe = Red

The higher the Threat Condition, the greater the risk of a terrorist attack. Risk includes both the probability of an attack occurring and its potential gravity should it occur.

The following Threat Conditions each represent an increasing risk of terrorist attacks. Beneath each Threat Condition are some suggested Protective Measures, recognizing that the heads of state departments and agencies should develop and implement appropriate agency-specific Protective Measures:

b. Low Condition (Green). This condition is declared when there is a low risk of terrorist attacks. State departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures they develop and implement:

- Refining and exercising as appropriate preplanned Protective Measures;

- Ensuring personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency Protective Measures; and

- Institutionalizing a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

c. Guarded Condition (Blue). This condition is declared when there is a general risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Condition, State departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they develop and implement:

- Checking communications with designated emergency response or command locations;

- Reviewing and updating emergency response procedures; and

- Providing the public with any information that would strengthen its ability to act appropriately.

d. Elevated Condition (Yellow). An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, State departments and agencies should consider the following general measures in addition to the Protective Measures that they develop and implement:

- Increasing surveillance of critical locations;

- Coordinating emergency plans as appropriate with nearby jurisdictions;

- Assessing whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures; and

- Implementing, as appropriate, contingency and emergency response plans.

e. High Condition (Orange). A High Condition is declared when there is a high risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, State departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they develop and implement:

- Coordinating necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations.

- Taking additional precautions at public events and possibly considering alternative venues or even cancellation.

- Preparing to execute contingency procedures, such as moving to an alternate site or dispersing their workforce.

- Restricting threatened facility access to essential personnel only.

- If possible, secure all unmanned entrances.

f. Severe Condition (Red). A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the Protective Measures in the previous Threat Conditions, State departments and agencies also should consider the following general measures in addition to the agency-specific Protective Measures that they develop and implement:

- Increasing or redirecting personnel to address critical emergency needs;

- Assigning emergency response personnel and pre-positioning and mobilizing specially trained teams or resources;

- Monitoring, redirecting, or constraining transportation systems; and

- Closing public and government facilities.

- Lock all entrances accept those that are manned.

VII. ROLES AND RESPONSIBILITIES

This section of the plan describes the methods for the management of emergency activities, roles and responsibilities, definitions and actions during the response, recovery, and mitigation phases of and emergency or disaster.

A. Levels of Emergencies and Disasters

1. Charlotte County follows the definitions of "emergency" and the various levels of "disasters" provided in FS 252. Those definitions and their relationship to EOC activation levels are as follows:

a. LEVEL III EMERGENCY

Defined: Any unexpected occurrence that can be met with a single department's normally available resources. "Normally available resources" may include the response of other county departments in a routine capacity.

Responsibility: The department that would normally handle the situation is responsible for the decision making to properly resolve the incident.

Notifications: None

Action: The responsible department may set up an on-site command post if it so desires. No county-wide action is required.

Press relations will be handled by the responsible department. Needed logistical support, additional personnel, or other resources will be the additional responsibility of the responsible department.

b. LEVEL II - EMERGENCY (Mutual aid possibility)

Defined: Any unexpected occurrence that requires response by two (2) or more county departments above a routine capacity, or where outside agencies have responded to render such assistance. Such emergencies require a cooperative effort and a commitment of personnel, equipment, or resources of personnel, and equipment from many departments.

Responsibility: The primary decision-making responsibility rests with the department that would normally handle the situation, but a cooperative effort with departments that are responding in support *is required*. The cooperative efforts should be designed to properly resolve the incident.

Notifications: The County Administrator and the Emergency Manager should be notified to the situation by the originating department.

Action: An on-site command post should be set up by the responsible department and all responding departments should be notified of its location.

The responsible department may also set up an administrative command post (usually at its main facility or possibly the EOC). The County Administrator and the Emergency Manager should be notified of its location.

Press relations will be handled by the responsible department. Needed logistical support, additional support, or other resources will be the added responsibility of the responsible department. Emergency purchases should be referred to the County Administrator, who may expedite those requests with the assistance of the purchasing department.

c. LEVEL I EMERGENCY (Full Scale Operation)

Defined: Any extraordinary occurrence of such magnitude that all county and city departments and resources must be utilized or where a combination of county and city departments and outside agencies has been mobilized to handle the situation.

Responsibility: The primary responsibility for decision making rests with the Emergency Operations Staff (which is defined as a committee of department heads or appointed representatives usually stationed in the EOC). The members of the Staff will be divided into groups according to their ESFs. The on-site commanders may make those decisions necessary to protect life and property and to stabilize the situation. Decisions designed to properly resolve the entire emergency shall be the responsibility of the Emergency Management Board.

This level of emergency usually results in a "Declaration of Emergency" by the Charlotte County BCC, who invokes the emergency powers of the office.

Notifications: The following personnel will be notified (or, in their absence, an alternate from their department): Charlotte County Administrator, emergency management staff, fire chief, sheriff, public works director, and all others as seen fit for primary EOC activation (members of the Emergency Operations Staff).

The initiating department shall have the responsibility for making the above notifications. The initiating departments can get assistance in any instance by notifying dispatch or the Charlotte County Department of Emergency Management of the need for such assistance.

Action: The senior representative of the initiating department shall establish an on-site command post and notify all departments of the location.

The EOC shall be activated. All members of the Emergency Operations Staff will report to the EOC.

Press Relations will be assumed by the EOC. The further acquisition of personnel, equipment, or other resources will become the duty of the Emergency Operations Staff.

All support staff will report to the EOC. The Charlotte County OEM will assume the communications functions during a LEVEL I Emergency.

All other department heads and those with designated responsibilities elsewhere in this plan should report to their regular areas (Other instructions may be given at time of mobilization).

2. Full activation of the EOC does not occur in every emergency event. Even situations with multi-discipline and mutual aid involvements are often managed effectively in the field using the Incident Command principles practiced by responders in the County.

   a. The EOC may be activated simply to provide support to the Incident Commander(s) in the field.

   b. Any incident may escalate from a field command emergency to one managed from the EOC.

   c. Any activation of the EOC may be accompanied by activation of a recovery-mitigation team. The timing and level of recovery-mitigation team activation will depend upon the severity of the event.

B. General

This Plan is based on the principle that, while emergencies and disasters have no regard for political boundaries, they always occur at local government level. Therefore, Charlotte County (and the included City governmental authorities) has primary responsibility for local emergency preparedness, response, recovery, and mitigation.

This Plan works under the assumption that each Office and Department of local government has developed the internal preparedness, response and recovery procedures it needs to implement this Plan and to ensure internal capability to perform the Office/Department's functions. It is necessary for all departments to have their plans developed and in place in order to present an effective response and recovery to an emergency or disaster.

1. Local response capabilities may not be adequate to conduct crisis and consequence management operations to large incidents. State and Regional resources may be mobilized after a resource request from the county EOC. Such a mobilization would require an Executive Order by the Governor of the State of Florida.

The characteristics or magnitude of a terrorist incident may necessitate the activation of the SEOC and the State of Florida CEMP. State resources mobilized through these actions would then be available to the County Unified Command. In addition, the State of Florida has established seven RDSTFs to address the unique emergency preparedness needs for terrorist incidents.

USE ICS CHART TO ILLUSTRATE

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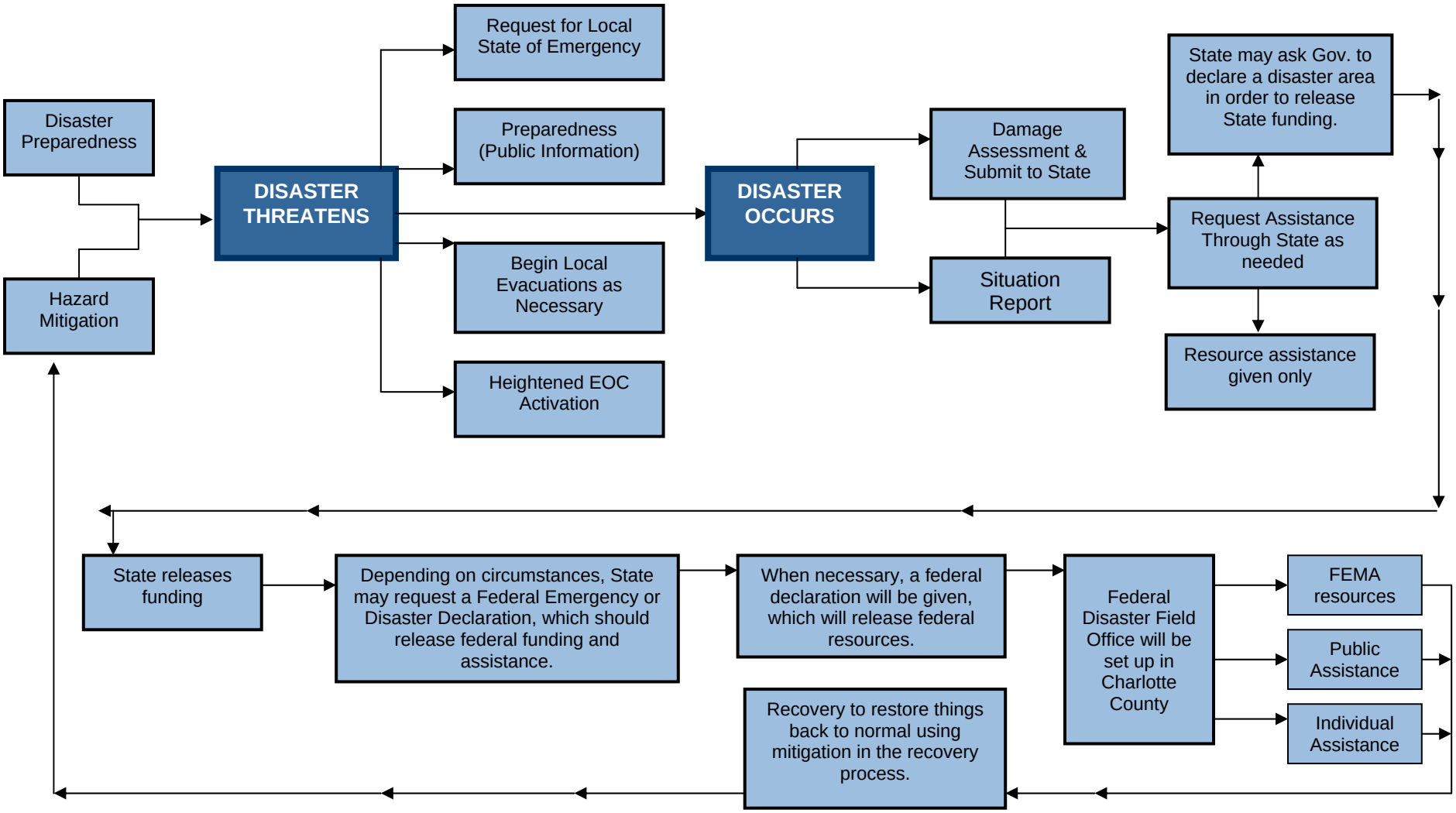
DISASTER EVENT CYCLE



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2. County and City preparedness, response and recovery operations will be combined and coordinated when the emergency event exceeds City capabilities or is anticipated to do so. Damage assessment documentation and financial records will however, be maintained separately to facilitate claims for Federal and State reimbursement assistance.

   County government accomplishes the functions for which it is responsible, and requests relief from the next higher level of government only when resources at County level are, or will be, inadequate to cope with a specific event.

   Charlotte County works and coordinates with the City of Punta Gorda (its only municipality), other counties, state organizations, and state organizations on a regular basis in dealing with response, recovery, and mitigation issues.

3. Routine emergencies may be underway concurrently with County or City preparations for, response to, and recovery from a major event that is of such proportions that full activation of the EOC is affected. All pre-existing routine emergencies must be integrated into management of the overall event by establishing priorities, allocating resources, analyzing the impact of the emergencies, and informing the public.

   Charlotte County will use the ICS to manage its emergencies and disasters. County agencies and organizations have been trained and will continue to be trained in the implementation if ICS. Many organizations have a different type of organizational management system. These systems can be used. However, they are urged to implement their management system into the overall Charlotte County ICS system to prevent fragmentation and duplicating uses of resources during and emergency or disaster.

4. EOC Functions

   a. Operational Functions of EOC

      The CCEOC serves as the official warning point during activation and provides 24 hour communication capabilities. The CCEOC serves as the central focus point for the coordination and direction of emergency preparedness, response, recovery, and mitigation activities. The functions to be performed by the CCEOC during an activation includes, but is not limited to the following:

      - Receipt and dissemination of emergency information and instructions;
      - Direction and control of emergency preparedness, response, recovery, and mitigation activities in Charlotte County;
      - Coordination with appropriate public safety agencies or emergency-related officials, agencies, and organizations;
      - Collection and analysis of pertinent data;
      - Management of emergency resources (i.e., personnel, facilities, equipment, and supplies);
      - Issuance of emergency public information, instructions, and directives for protection of lives and property.

b. Location of Primary EOC

The CCEOC is located in the Charlotte County Sheriff's Administrative Building at 7474 Utilities Rd in Punta Gorda, Florida. The actual building is located on the corner of Golf Course Blvd. and Utilities Rd. by the Charlotte County Airport in Punta Gorda.

Directions from I-75 are to take Exit 29, then go east on US 17 North. Take US 17 to Golf Course Blvd. Take right on Golf Course Blvd. Go 2.5 miles and building is located on the right.

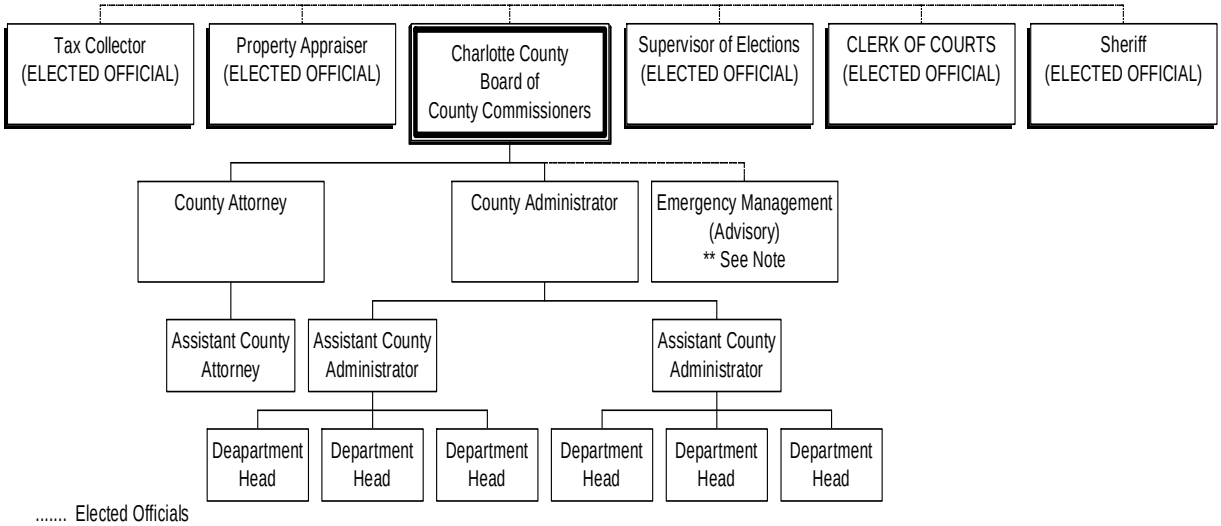
c. Location of Alternate EOC

The Alternate CCEOC is located at the new Charlotte County Jail on Airport Rd in Punta Gorda. The new Charlotte County Jail is located approximately 3 miles east of US 41. The physical address is 28000 Airport Road. This facility is to be used if the primary EOC in Punta Gorda is subject to a Category III-IV storm or higher. This facility is located in a Category III-IV storm surge zone, but can take a higher wind load due to its construction. The secondary alternate EOC is located at the Charlotte County Airport. This location is approximately 3.5 miles east of US 41. The physical address is 28000 Airport Rd. However, it is believed that building may not be usable in a Category III or higher storm due to its construction. There are no other usable facilities that are out of the Category V storm surge zone.

C. Organization

1. The following is an organizational chart identifying government officials, by title, which will ensure continuous leadership authority and responsibility during emergency situations. This is almost identical to everyday operations in Charlotte County. These are the same people that will be responsible for activating the plan and directing preparedness, response, recovery, and mitigation operations.

CHARLOTTE COUNTY ORGANIZATIONAL CHART



..... Elected Officials
------ Advisory Position
Note: Emergency Management acts in an advisory role to the BCC during emergency activations. During daily operations, Emergency Management falls under the Public Safety Director / Fire Chief, who answers to the Assistant County Administrator

2. The following is a matrix of the Charlotte County Emergency Support (ESF) Function Lead Agencies and their Support Agencies:

ESF LEAD AND SUPPORT AGENCY MATRIX FOR CHARLOTTE COUNTY	ESF 1	ESF 2	ESF 3	ESF 4	ESF 5	ESF 6	ESF 7	ESF 8	ESF 9	ESF 10	ESF 11	ESF 12	ESF 13	ESF 14	ESF 15	ESF 16	ESF 17	ESF 18	ESF 19	ESF 20
CC Administration	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
CC Animal Control					S									S			P			
CC Attorney	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
CC Budget	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
CC Board of County Commissioners	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
CC Clerk of the Courts	S	S			S									S						
CC Community Development	S	S			S									S				S	P	S
CC Emergency Management	S	P	S	S	P	P	S	S	S	S	S	S	S	P	S	S	S	P	S	S
CC Environmental Services		S			S			S		S				S				S	S	S
CC Facilities Management		S			S		S							S					S	
CC Fire/EMS	S	S	S	P	S			S	P	P			S	S			S	S		
CC GIS	S				S								S	S				S	S	
CC Human Resources					S									S						
CC Human Services					S	S		S			P			S						
CC Information Technology	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
CC Parks and Rec	S				S									S				S	S	

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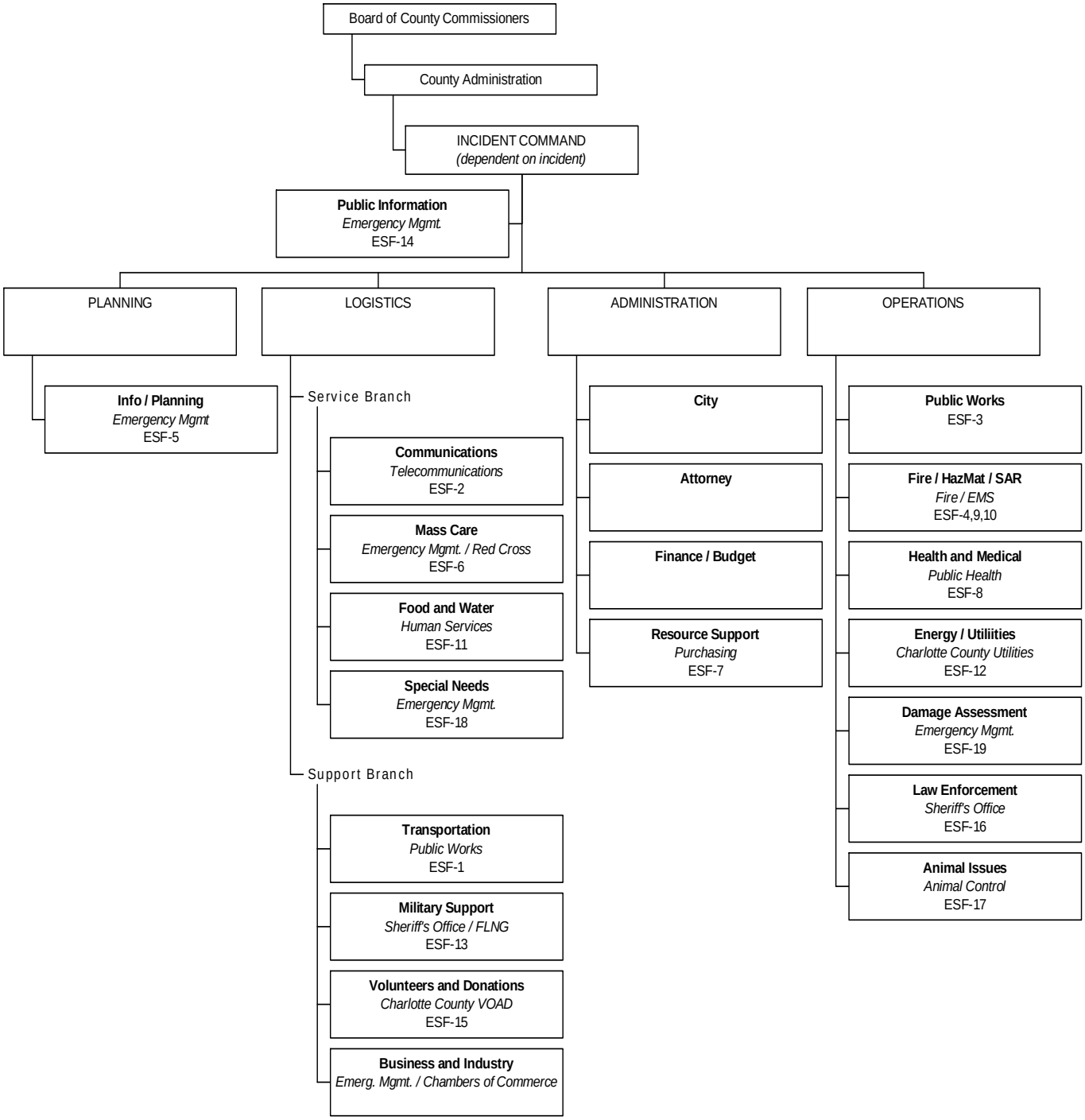
ESF LEAD AND SUPPORT AGENCY MATRIX FOR CHARLOTTE COUNTY	ESF 1	ESF 2	ESF 3	ESF 4	ESF 5	ESF 6	ESF 7	ESF 8	ESF 9	ESF 10	ESF 11	ESF 12	ESF 13	ESF 14	ESF 15	ESF 16	ESF 17	ESF 18	ESF 19	ESF 20
CC Public Works	P	S	P	S	S				S	S		S	S	S				S	S	
CC Purchasing	S	S	S	S	S	S	P	S	S	S	S	S	S	S	S	S	S	S		
CC Utilities			S		S						S	P		S					S	
City of Punta Gorda	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S		S	S
American Red Cross				S	S		P	S			S			S	S				S	
Salvation Army					S						S			S	P					
CC School Board	S	S			S	S					S			S				S		
CC Property Appraiser	S	S			S									S					S	
CC Public Health/HRS		S	S		S	S		P		S	S			S				S		
CC Sheriff's Office	S	S		S	S		S	S	S	S			P	S		P	S	S	S	
CC Airport Authority	S			S	S								S	S		S			S	
Sprint/United Telephone		S										S							S	S
GTE		S										S								S
Englewood Chamber of Commerce																				P
Charlotte County Chamber of Commerce																				P
Punta Gorda Business Alliance																				P

P = ESF Primary Agency S = ESF Secondary/Support Agency

3. Charlotte County will use the ICS. The following chart will show ESFs and how they fit into the overall Charlotte County ICS structure. This Command structure uses daily operations to perform emergency functions



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The Charlotte County BCC is the lead authority in all emergency situation per Florida Statute 252. However, there may be a variation in who will act as lead advisory or lead response agency. The following table illustrates the lead response agencies and their legal authorities for each of the hazards to which Charlotte County is vulnerable.

CHARLOTTE COUNTY HAZARD RESPONSE FREQUENCY & MATRIX

Hazard/Special Planning Consideration	Frequency	Population Affected	Lead Agency	Applicable Statute	Comments
Civil Disorder	Infrequent	Varied	Sheriff	F.S. 870.041-8	PGPD, FDLE, FHP, FMP, FLNG
Drought	Semi-frequent	Population & Agriculture	Extension		
Flood	Semi-frequent	All	Emergency Management	F.S. 252	FDEM
Freeze - Winter Storm	December - April	Population & Agriculture	Extension		
Hurricane	June-November	All	Emergency. Management	F.S. 252	FDEM
Tornado	Year Round	All	Emergency Management	F.S. 252	FDEM
HAZMAT	Infrequent	All	Fire	F.S. 252 & 29 CFR 1910.120	DEP
Power Failure	Semi-frequent	All	Utilities/FPL		FDCA
Radiological	Infrequent	All	Public Health	F.S. 252	DEP
Subsidence	Infrequent	All	Public Works	F.S. 252	PGPW, FLICE, USACE
Transportation – Air	Infrequent	All	Fire/Rescue	F.S. 252	CCSO, PGPD, FDLE, FHP, FBI, FAA, NTSB
Urban Fire	Frequent	Varied	Fire/Rescue	F.S. 252	Local Mutual Aid, FLFCA
Wildland Fire	Frequent	Varied	Fire/Rescue	F.S. 252	Local Mutual Aid, FLFCA, FDOF
Mass Casualty	Infrequent	Varied	Fire/Rescue	F.S. 252	Local Mutual Aid, FLFCA
Terrorist	Infrequent	Varied	Sheriff	F.S. 252	PGPD, FDLE,PDD 29(FBI)
Mass Migration	Infrequent	Varied	Sheriff	F.S. 252 & 870	FMP, USCG, INS
Distinguished Visitor	Infrequent	Varied	Sheriff		FBI, USSS
Public Health Emergency	Semi-frequent	Varied	Public Health	F.S. 388.45	DOH. CDCA
Chemical Spill – Waterway	Semi-frequent	Varied	Fire/Rescue		FMP, DEP, USCG

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D. Direction and Control

1. EOC Activation Criteria

   a. The EOC may be activated at the direction of the BCC, The County Administrator, an Assistant County Administrator, or the Director of the OEM.

   b. The Mayor or City Manager or any Incident Commander may request that the EOC be activated.

   c. The EOC may be activated before, during, or after an incident is underway, depending upon the nature of the incident. The EOC will normally be activated under the following circumstances:

      - Two or more incidents are under field incident commanders and have the potential for stressing normal resources.
      - An impending or actual incident threatens to affect a major portion of the County.
      - The County Administrator or the Director, OEM, identifies the need to activate the EOC in order to: collect and disseminate information, plan for response and recovery, coordinate between involved officials and jurisdictions, arrange for facilities and equipment and exercise command and control.
      - To effect coordination with County and City officials and with officials of adjacent counties or with State and Federal agencies.
      - Upon request from City officials in an emergency situation that has overwhelmed, or is predicted to overwhelm, City resources and coordination with multiple County agencies is necessary.

2. EOC Activation Staffing

   a. Activation of the EOC means that it is staffed to the appropriate level by the OEM and by command representatives of the ESF Lead and Support agencies and others from public, private and volunteer sectors that are, or are expected to be, involved in a specific incident.

   b. The entity activating the EOC will direct the staffing that is desired as recommended by the OEM Director.

   c. Off-Duty emergency telephone numbers for organizational heads are on file in the EOC and furnished to the Central Dispatch Office. Private phone numbers are not listed in this Plan as many are unlisted numbers.

   d. Staffing may change as the incident progresses. Persons directed to staff the EOC are to arrive with knowledge of their organization's capabilities, resources and mutual aid agreements. They are to remain in the EOC until released and must be authorized to act with full authority for the organization they represent.

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e. Departments and agencies not directed to the EOC will be expected to conduct business from their normal or designated alternate headquarters in coordination with the OEM.

f. Basic EOC staffing is depicted in the EOC SOP, located in the CCEOC library.

3. EOC Activation Levels

a. When the EOC is activated beyond Level 1, the State Warning Point (SWP) will be advised of it and the reason. Adjacent and other jurisdictions will also be advised if the incident may in any way impact them. The same notification will apply for all changes in activation Level.

b. In any EOC activation beyond Level 1, the following other organizations will also normally be alerted to support EOC operations.

- Facilities Management (building services)
- RACES Coordinator/Deputy Coordinators (back-up communications)
- Purchasing Department (in the event that meals or supplies will be needed in the EOC)
- Training Div., Employee Relations and Community Development personnel (public info/rumor control center operating space)
- Red Cross/Salvation Army
- Sheriff's Office (EOC physical security)
- Budget Office and Clerk of Courts (financial management)

c. Upon activation of the EOC beyond Level 1:

- The Director, OEM may recommend that the Administrator request the BCC go into continuous session in its conference room to facilitate policy support for operations in the EOC.
- A specified EOC activation Level will persist until change in activation Level is recommended by the Director, OEM.
- Organizations involved are expected to activate corresponding levels of their own internal implementing plans and SOP.

4. Emergency Workers operational, logistical, and administrative support needs will be coordinated from the EOC and, if necessary, field offices. Further information on these support functions are further described in the CCEOC SOP, located in the Charlotte County OEM Library.

5. EOC Operations

All information on EOC Functional Operations can be found in the EOC SOP, located in the Charlotte County OEM library. The following is a summary of what can be found in this document.

a. Staffing patterns of the EOC to ensure 24 hour operations;

b. Internal information flow in the EOC

c. Activation/Deactivation measures

d. Security/EOC Access

e. EOC Setup

f. Emergency Power capabilities

g. Procedures for disseminating warnings to necessary officials and organizations

h. Procedures for the activation of the public notification system, and who has the authority to activate it.

6. Key Roles

a. Response, Recovery and Mitigation Activities

The Emergency Management Director will coordinate the post-disaster recovery and mitigation activities of all elements of local government and serve as the Charlotte County and City of Punta Gorda single point of contact on recovery activities as they relate to local, State, and Federal officials.

Emergency Management will also facilitate the transition between response and recovery. Both response and recovery will occur at about the same time. Emergency Management will also facilitate the coordination between local field offices and state and federal disaster field office (DFO) development. Location names will be relayed to the necessary state and federal liaisons.

b. Evacuation

The Charlotte County BCC, by authority of Chapter 252, F.S., has the power and authority to direct and encourage the evacuation of all or part of the population from any threatened area within Charlotte County. This is to be done in a quorum, or the by Chairman himself/herself in absence of a quorum, if it is deemed that this action is necessary for the preservation of life or other disaster response and recovery efforts

c. Acquiring, Review and Filing of Emergency and Disaster SOPs and Checklists

The Charlotte County OEM is responsible for acquiring and reviewing all of Charlotte County's emergency SOPs and checklists. Charlotte County OEM is also responsible for assisting with the development of emergency SOPs and checklists for other City and County agencies. Charlotte County OEM keeps other agency SOPs and checklists on file in its internal library. These SOPs and checklists are to be updated annually.

d. Maintaining the operational readiness of the CCEOC

The maintenance of operational readiness of the CCEOC is the responsibility of the Charlotte County OEM.

e. Overseeing the Overall Mutual Aid Process

Officials who have signed the mutual aid agreements in question are responsible for keeping the mutual aid agreements current and on file with the Charlotte County OEM and with their own individual agency.

In an emergency or disaster situation, the Emergency Operations Officer, along with the Resource Support Officer (ESF-7) will make and keep track of all emergency mutual aid contacts and resources that are to be used.

7. Mutual Aid Agreements

a. Mutual aid agreements and memoranda of understanding will be entered into by duly authorized officials and will be formalized in writing.

b. Unless otherwise provided, agreements remain in effect until rescinded or modified. A recorded review and updated is required when circumstances of the agreement change, and at least annually on the anniversary date of each mutual aid agreement.

E. Notification and Warning

1. The CCSB Dispatch and the CCEOC will serve as the Charlotte County 24 hour warning point. The Sheriff's Office Dispatch is located adjacent to the EOC. Both the EOC and the CCSB have access to the SATCOM phone, which is linked to the State of Florida DEM SWP.

2. Primary warning systems for the EOC include the National Weather Service weather printer, the SATCOM phones, and the SATCOM computer. Backup warning systems include regular telephones, cellular telephones, facsimile machines, RACES, and a satellite telephone.

3. The Charlotte County primary EOC is hooked up to a single backup emergency generator (300 kw), which is tested on a weekly basis to ensure that it is operable. The amount of available fuel totals 1,500 gallons or 125 total hours of power. The generators are located at the Charlotte County Sheriff's District III Office in Punta Gorda and are sitting at 13 feet above mean sea level.

4. Specific areas in Charlotte County are broken into zones according to the Charlotte County SLOSH model, located in the Charlotte County OEM library. These zones will be used in the dissemination of warnings.

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5. The use of TDD machines and operators will be used to disseminate warnings to the hearing impaired. Visually impaired people will be notified of warnings via weather radio, broadcast radio, and television.

6. Seasonal visitors will be notified of impending emergencies or disasters through the use of broadcast radio and television. Also, the use of the cable emergency override system can be used to disseminate warnings as needed.

7. The SEOC will be notified of any of the following conditions:

   a. Hazardous Material Spills:

      - Petroleum Based spills
        - Spills involving waterways
        - Spills greater than 5 gallons
        - Spills requiring any State or Federal notification or assistance
      - Chemical Spills
        - All SARA/EHS/CERCLA (Section 304) releases
        - All spills threatening the population or the environment
        - All spills requiring evacuation

   b. Weather

      - Any incident associated with weather phenomena involving possible/actual damage to property or persons

   c. Transportation

      - Incidents involving major thoroughfare closures
      - All aircraft incidents
      - All railroad incidents
      - Incidents involving mass casualties
      - All major accidents involving commercial vehicles/vessels

   d. Fire

      - Major forest fires
      - Fires involving chemicals
      - Large or multiple structure fires

   e. Radiological

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- All radiological incidents

f. General

- Sinkhole
- Public Water Source Contamination
- National Security
- Medical Waste
- Immigration Issues
- Potential/Actual Dam Failures
- Other
  - Incidents with potential effects to adjacent counties
  - Incidents requiring assistance from state or federal agencies
  - Incidents with a prolonged effect on public utilities
  - Incidents involving potential or actual evacuations

F. Response Actions

1. General

a. Steps for Declaring a State of Local Emergency

The Director of the Charlotte County will, when deemed necessary, begin the process of requesting a State of Local Emergency using the following measures:

- Solicit draft State of Local Emergency (document) input from County and City departments, including recommendations to modify, suspend, or cancel enforcement of ordinances and other rules in which they have an interest or responsibility;
- Draft the State of Local Emergency document;
- Request for a State of Local Emergency before the Charlotte County BCC;
- Disseminate the original, and all subsequent declarations to law enforcement, other affected entities, and the media. A sample State of Local Emergency Document can be found in the Charlotte County OEM library.

b. Closing of Schools and Businesses

- Closing of schools will be made by the Charlotte County School District with advice of the Charlotte County OEM. The Charlotte County School Board (CCSB) is on the notification list of the Charlotte County OEM for all impending and actual threats.

- Businesses will close using the decision of their owners/managers. This can be done by consulting with the Charlotte County OEM. Listings of closings will be coordinated by ESF-20.

c. Requesting State Assistance

- All requests for State assistance from County agencies will follow this protocol:

  – The requesting agency will forward its request to the Charlotte County Operations Officer in the Charlotte County EOC.

  – The message will then be analyzed and forwarded to the State of Florida Liaison Officer as seen necessary once all local resources have been exhausted.

** No requests will be made directly to the State. All requests for State Assistance must be made through the Charlotte County Operations Officer.

d. Sheltering of Emergency Worker Families

Charlotte County has developed an emergency worker family shelter program. All County and City department heads have been notified of this program, and are to poll their employees to find out how many spaces their employees' families might need should they need to work in the EOC (or elsewhere in the County) during a disaster. This list must be forwarded to the Charlotte County OEM so that the proper planning can take place. An SOP for this program can be found in the Charlotte County EOC library.

e. State Rapid Impact Assessment Teams (RIATs) and Rapid Response Teams (RRTs)

The Charlotte County FITs, in conjunction with the Charlotte County OEM, or a designee, will escort and facilitate the needs of State RIATs and RRTs.

2. Evacuation

a. Evacuation Clearance Times

A synopsis and listing of Charlotte County evacuation clearance times can be found in the Hurricane Evacuation Study for Southwest Florida, written by the Southwest Florida Regional Planning Council. The Charlotte County information can be found on pp II-C-22 through II-C-25. A copy of this document can be found in the Charlotte County EOC library.

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b. Evacuation Routes

A listing of Charlotte County's evacuation routes can be found on page II-C-18 of the Hurricane Evacuation Study for Southwest Florida, written by the Southwest Florida Regional Planning Council.

A listing of evacuation routes for public viewing can be found in the local telephone books.

Although all routes can be considered primary, citizens are urged to use I-75 and US 41 as a last resort. The reason for this is that most people are familiar with I-75 and US 41, and therefore use of these roads during an evacuation will be high. However, due to the fact that these routes run along the coast, and, historically, these roads are normally crowded in an evacuation, people are urged to use Highway 17, CR 74, and Kings Highway to evacuate Charlotte County. These roads will take people inland, away from the storm surge threat.

c. Special Needs Program (SNP)

Charlotte County is mandated under Chapter 252, F.S. to register all persons who have special transportation or medical needs during an evacuation situation. The process for registration is as follows:

- The presence of the Special Needs Registration is advertised in many different formats throughout the year.
- People are urged not to register unless it is needed. If people have friends or family that can transport them and/or take care of them, then they need to use those options. The reason for this is that Charlotte County, as of January 2001, has approximately 900 people signed up on this program, and the enrollment is expected to increase. Charlotte County resources to transport and handle the medical needs of these people is extremely limited, therefore, registration must be done with caution.
- Once interest is shown in the program, a form is sent to this person, or their guardian, to fill out. The form requests information such as name, address, special needs, and how many people they are to bring with them.
- Once the OEM is in receipt of this returned form, the name is then entered into a database, which is maintained daily by the Charlotte County OEM.
- This list is given to the Charlotte County Transit Department, who develops routes to pick up these people via school bus, hydraulic lift vehicle, and ambulance.
- Once a storm threatens, and evacuation orders are imminent, the persons on the list which are residing in the potentially threatened area are called by a Special Calling Team, which has been trained by the Charlotte County OEM. The people are notified that they are about to be picked up, and that they need to get their things together (key things are listed for them).

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- (These people will then be picked up and brought to a designated facility in county, if the situation allows for it, or out of county, for larger incidents.

- Once a disaster threatens, emergency SNP needs are coordinated through ESF-18.

d. Facilities Needing Attention During Evacuation

Lists of facilities needing special attention during the evacuation process can be found in the Charlotte County OEM library. This includes:

- Mobile Home Parks
- Marinas
- Bridges (including draw and swing bridges)
- Utility Sites (Lift Stations, treatment plants)
- Disaster Centers
- Health Care Facilities

e. Re-entry to evacuated areas is a controlled activity for residents, people who work in the area and for contractors, and others seeking work in the evacuated area. Re-entry will be undertaken only during daylight hours.

- The Sheriff's Office will manage appropriate Traffic Control Points (TCP), as identified by number and intersection on the TCP maps maintained in the EOC.

- Proof of residency in the area or area employment must be presented at the TCP in order to gain re-entry. For residents, a driver license listing an address in the evacuated area is acceptable for re-entry. Lacking that specific documentation of residency in the evacuated area can be established by photo ID along with a utility bill addressed to the bearer at the area address, or a lease or proof of building ownership. Employees of businesses in the evacuated area must present a photo ID issued by that business for the address in the evacuated area, or a photo ID along with other proof of employment at the business address in the evacuated area such as a paycheck stub.

- Re-entry to evacuated areas will begin and will be only during daylight hours, and as damage assessment, debris removal and the status of utilities permits. When the evacuated area is large or involves multiple sectors, re-entry is likely to take place in phases. Local radio broadcasts will be used to announce which areas are open for re-entry and when re-entry will commence.

- Persons evacuated under the SNP will be returned to their homes after their homes are determined to be habitable.

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3. Sheltering

Charlotte County has only one shelter which is located in a Category 3 storm surge zone. All others are located in a Category 2 storm surge zone and lower.

Due to this, Charlotte County has developed a refuge site program. This program was started using funds derived from a one cent sales tax extension. The funding is used to retrofit buildings such as social halls, community centers, schools, and club houses in mobile home parks. These buildings must meet a set of criteria put forth by the Charlotte County OEM. The idea is for these buildings to be able to house the residents that they serve on a daily basis. This reduces the number of people on the road and reduces the demand on other shelters when an evacuation is called for. Currently, Charlotte County has retrofitted 14 such facilities.

Further information on Charlotte County shelters can be found in the Hurricane Evacuation Study, written by the Southwest Florida Regional Planning Council on page II-C-12.

Charlotte County has encouraged the use of refuges of last resort. In Charlotte County, the presence of buildings in which vertical evacuation can take place is virtually none. However, effort has been made to locate churches, businesses, clubhouses, and the like which can house people that use the structures regularly (i.e., congregations, club members, and employees). Some buildings have been located, and, with some retrofitting, can be used as refuges of last resort. For further information on the concept of refuges of last resort, refer to the Southwest Florida Regional Planning Councils Strategic Study on Refuges of Last Resort. This document is located in the Charlotte County OEM internal library.

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VIII. RESPONSIBILITIES

This Plan is based on the principle that, while emergencies and disasters have no regard for political boundaries, they always occur at the local government level. Therefore, Charlotte County (and the included City governmental authorities) has primary responsibility for local emergency preparedness, response, recovery, and mitigation.

Each Office and Department of local government must develop internal preparedness, response, and recovery procedures it needs to implement this Plan and to ensure internal capabilities to perform the Office or Department functions.

A. Coordination with State and Federal Support of Local Operations

Charlotte County will remain in constant contact with the State of Florida DEM during the threat, onset, response, and recovery of any large emergency or disaster.

Charlotte County will request State assistance through the Charlotte County Operations Officer. The Operations Officer will then analyze the request, and forward it to the State **only when** all other County resources are depleted.

Charlotte County will also coordinate with State and Federal agencies for the following situations:

1. Establishing DRCs and DFOs **(Lead: Emergency Management)**
2. Escorting Damage Assessment Teams (RRTs and RIATs) **(Lead: Emergency Management/FITs)**
3. Coordinating Community Relations Teams **(Lead: Social and Senior Services)**
4. Locating and setting up Emergency Housing **(Lead: Emergency Management and Public Works)**
5. Requesting and locating additional resources as needed by Charlotte County, surrounding counties, or for the State of Florida **(Lead: Emergency Management)**
6. Determining need for Public and Individual Assistance **(Lead: Emergency Management)**
7. Determining Unmet Needs **(Lead: Emergency Management)**
8. Coordinating with mitigation assessment teams **(Lead: Emergency Management/Hazard Mitigation and Recovery Team [Local Mitigation Strategy Team])**

Participating agencies will be determined at time of incident. Depending on the type of incident, it may be necessary to have other agencies act as lead for these activities). Further coordination for additional response, recovery, and mitigation efforts will be determined by the OEM.

B. Plan Development and Maintenance

Plan development and maintenance is a primary responsibility of the Charlotte County Director of Emergency Management. Active and on-going participation in the emergency planning process and in Plan production an evaluation is required of all who have responsibilities in Plan execution. The process involves a team of participants from all sectors of the community, and at all levels of authority in those sectors.

C. Record/Document Keeping for Government Functions and Post-Disaster Operations

All levels of government must ensure protection of the records vital to disaster preparation and response and so that normal operations may resume after a disaster. Additional records may be essential to recovery from the effects of a disaster.

D. Mutual Aid/Memoranda of Understanding

1. Mutual Aid Agreements and Memoranda of Understanding will be entered into by duly authorized officials and will be formalized in writing.

2. Unless otherwise provided, agreements remain in effect until rescinded or modified. A recorded review and updating is required when circumstances of the agreement change or during the anniversary date of the mutual aid agreement.

3. Officials who have signed Mutual Aid Agreements are responsible for ensuring that a current copy is on file in the OEM.

4. Any agencies responding to mutual aid requests must notify Charlotte County Emergency Management so resources are tracked in case of in-county incident.

5. All mutual aid requests will be processed through the ESF-7 (Resource Support) desk or the Operations Desk in the EOC. This is done to ensure continuity in response and to avoid duplication in resources sent.

E. Agency/Department Responsibilities

1. General

   a. Elected officials and other governmental authorities of both County and City operate essentially the same during normal and emergency times. Non-emergency activities may be suspended and resultant uncommitted personnel reallocated to ESFs.

   b. The scene of decision making may shift from the normal BCC and City Council conference rooms and Department offices to the EOC and/or other special facilities.

   c. Local intra- and inter-governmental relationships and responsibilities are as follows.

   d. Charlotte County's organization for disaster management commits all units of local government to provide the service and assistance for which they are best trained and most experienced. Those organizations that have no inherent emergency management roles will make their personnel available to support disaster operations as may be directed.

2. The Chairman of the BCC will:

   a. Provide the Director, OEM with a listing of the Commissioners specifying their succession in authority to exercise the emergency powers of the Chairman in his absence or inability to function.

   b. Staff the EOC, to include BCC clerical support.

   c. Analyze the County-wide social and economic impact of the situation and provide policy and guidance as requested.

   d. Prepare to participate in public information presentations and media briefings.

   e. Review and authenticate SLE declarations and requests for State assistance.

   f. Convene the BCC to continuous emergency session as soon as is practicable. Exercise all essential emergency functions of the BCC unilaterally until the full BCC can be convened.

3. City Council and City Manager will:

   a. Provide the Director, OEM with a listing of the Council members and procedures for Council operation in the absence of a quorum.

   b. Provide the EOC with an empowered representative to assist in coordination of County-City emergency operations.

   c. Provide participation throughout the event on the part of City police, fire, public works and other City government offices in coordination with the overall County operations.

   d. (4.) Ensure the establishment of SOP in all elements of City government as needed to implement this Plan. Establish readiness procedures that insure the availability of trained personnel and requisite equipment and facilities in time of emergency.

   e. Throughout the emergency preparedness and response phases, keep the EOC advised of the status of City resources, anticipating shortfalls to the degree feasible so that external support can be sought as early as possible.

   f. Provide for initial damage estimates and subsequent damage assessment in coordination with County-wide damage assessment.

   g. The City liaison will assist the County Administrator in the EOC as the focal point of coordination with the City.

4. The County Administrator will:

   a. Provide the Director, OEM a Succession of Authority List, naming the two officials in sequence authorized to act with his authority in his absence.

   b. Serve as the EOC Operations Officer as needed.

c. Function as the coordination point between the Chairman, BCC and the County department and office heads and private and volunteer sector representatives.

5. The Assistant County Administrators will:

a. Assist the Administrator and serve as EOC Operations Officer in the absence of the Administrator.

b. Provide oversight of County damage estimation and assessment and debris removal in the aftermath of a disaster.

6. The County Attorney will:

a. Provide a two person successor list to the Director, OEM.

b. Provide legal counsel as required throughout the emergency with particular emphasis on SLE/disaster declarations and re-entry issues.

7. The Superintendent of Schools will:

a. Provide a two person successor list to the Director, OEM.

b. Staff the EOC.

c. Make school resources available for sheltering, radio-equipped school buses for use in evacuations and trained operating crews in both cases.

8. The County Sheriff will:

a. Provide a two person successor list to the Director, OEM.

b. Staff the EOC upon request.

c. Provide professional advice and expertise as well as resources to the BCC, County Administrator and other elements of County government operations particularly in support of evacuations, public warnings and notifications, physical security activities, damage assessment and movement control.

d. Request, coordinate and control all other law enforcement resources brought in to assist the County, including those occasions when the County is supporting the Punta Gorda Police Department (PGPD) in an emergency or disaster wholly within that city.

e. Draft and coordinate requests for military support of civil authority in coordination with the EOC for forwarding to the State DEM.

f. Operate a central dispatch system and center throughout the emergency.

g. Provide field incident commanders upon request.

h. Maintain mutual aid agreements with State-wide and adjacent law enforcement agencies.

9. The County Director of Fire and EMS will:

   a. Provide a two person successor list to Director, OEM.

   b. Staff the EOC upon request.

   c. Coordinate the activities of all fire-rescue organizations used in the County throughout the emergency with overall County operations.

   d. Submit requests for mutual aid and other forms of external aid through the EOC to the State DEM.

   e. Assist in the evacuation of persons with special needs (medically-dependent), arranging with commercial, CCSB and Charlotte County Social Services (CCSS) for wheelchair lift-equipped transport.

10. Director of the Community Development Department will:

   a. Provide a two person successor list to Director, OEM.

   b. Be prepared to perform normal functions at routine locations, situation permitting, or at alternate locations, as necessary.

   c. Identify operations that can be postponed or suspended in an emergency.

   d. Provide clerical personnel to call special needs persons prior to an evacuation and for other emergency operations support in the EOC.

   e. Provide and operate departmental mobile radio capability, including vehicles with drivers, when requested in support of damage estimation/assessment and other recovery phase operations.

   f. Prepare professional staff to assist in damage estimation and assessment and in recovery operations.

   g. Effect contractor pre-registration and other preparations for expedited issue of building permits and contractor licensing as may be necessary to rebuilding of the community in the aftermath of a disaster.

   h. Provide input to the OEM regarding the need to suspend or modify ordinances or other County rules due to an emergency or disaster.

11. Purchasing Department Director will:

   a. Provide a two person successor list to Director, OEM.

   b. Provide emergency procurement support for supplies and equipment needed by County agencies such as for meals, fuels, tires and repair parts, construction materials, sanitary supplies and rental equipment such as pumps, generators, chain saws, portable lighting and cellular telephones and other communications equipment.

c. Develop and promulgate emergency procurement procedures to be used by Departments and Offices funded by County government that are compatible with State and Federal financial reporting requirements.

12. Public Works Director will:

a. Staff the EOC as focal point for County and City public works and public utilities concerns. Conduct damage assessment of public infrastructure in coordination with the Community Development Department.

b. Provide engineering and maintenance services as needed to keep evacuation routes open, flooded or otherwise blocked road areas barricaded and traffic rerouting coordinated with law enforcement agencies.

c. Activate the State-wide inter-county Mutual Aid Agreement through the EOC when appropriate as an emergency measure.

d. Manage post-disaster debris removal in coordination with law enforcement and with damage estimation/assessment teams.

e. Provide trained personnel to conduct public infrastructure damage estimation and assessment tasks by both land vehicle and aircraft in coordination with Property Appraiser damage assessment operations.

f. Provide input to the OEM regarding the need to suspend, cancel or modify ordinances or other County rules due to an emergency or disaster.

13. Emergency PIO will:

a. Establish and operate a Joint Public Information and Rumor Management Center in the vicinity of the EOC, collecting information in the EOC and from field unit PIO.

b. Organize, schedule and manage media briefings regarding actual emergency preparedness, response and recovery operations.

c. Prepare and disseminate emergency public information materials incidental to an emergency operation.

d. During and following an emergency, serve as the single official point of contact between all Departments and Offices of County government and all media representatives.

e. Coordinate public information releases and rumor items with spokespersons for the local Red Cross Chapter and with such representatives of State and Federal governmental agencies as may be on scene in any official capacity.

f. Assist the Public Health Unit, Animal Control, utilities and other essential services in developing and disseminating post-disaster health and safety instructions for the reoccupation of evacuated areas and storm damaged homes.

14. The Human Resources:

    a. Develop and maintain a roster of government employees who have foreign language or sign language capability.

    b. Staff the EOC as requested.

15. Director, Environmental Services will:

    a. Make advance determinations and plans for acceptable disposal of the volume of waste that could result from a major hurricane and all other possible events. Some of the waste will be hazardous materials requiring special handling.

    b. Identify contract sources for waste disposal services including forced-air burners and chipper machines that will be needed post-disaster.

    c. Participate in post-disaster debris removal planning to ensure proper disposal of materials.

    d. Advise the OEM in advance and on a continuing basis of ordinances and other County rules that should be suspended, canceled or modified in the public interest because of an emergency or disaster. This could include:

        - landfill fees
        - hours of landfill operation
        - separation of wastes
        - burn regulations
        - the requirement that all franchise haulers dispose of all waste only at the Zemel Road facility

16. Charlotte County Chapter, ARC will:

    a. Coordinate the activities of all volunteers and volunteer agencies.

    b. In coordination with the OEM, determine when and where shelters shall be opened. Staff and operate County shelters in coordination with the School Board and with owners of other facilities that are to be used as shelters.

    c. In coordination with the EOC and organizations providing shelter facilities, set operating hours and capacities for shelters, arrange for food and other shelter services.

    d. Operate a shelter locator service.

    e. Assist in conduct of coordinated damage estimation and assessment.

    f. Provide public services in accordance with the Chapter Disaster Plan.

    g. Maintain liaison with the EOC throughout the emergency period.

h. Open and operate shelters and service centers in accordance with national ARC programs and policies.

17. Charlotte County Property Appraiser (CCPA) will:

a. Provide a two person successor list to Director, OEM.

b. Staff the EOC upon request.

c. Assist in damage estimation and assessment operations by determining values of damaged properties in on-site visits or in office reviews, as requested by the OEM.

d. Coordinate Appraiser Office damage assessment activities with State and Federal counterparts through the EOC.

18. The Clerk of the Circuit Court will:

(1.) Provide administrative staff support for maintenance of an official operations log in the EOC when activated above Level 1, maintain the County official log of situations and events encountered, decisions rendered and actions taken.

(2.) Provide technical advice and assistance to the activated EOC regarding records and financial management for each specific disaster or emergency.

19. Charlotte County Airport Authority will:

a. Be prepared to make Airport Buildings, excluding the Operations Office, available to serve as an alternate to the County EOC, before, during or after an emergency, as needed.

b. Provide open space within Airport property to park emergency equipment that has to be relocated from flood-prone areas in advance of a hurricane. Provide access to sanitary facilities in Buildings 109 and 103 for Sheriff's deputies and others assigned to airport area duties.

c. Provide space and equipment in the Operations Office of Building 109 so that personnel at the airport can participate in the RACES radio net.

d. Provide professional advice concerning aviation operations to the OEM. Serve as the single point of contact for EOC dealings with aviation authorities when it is necessary to close airspace over parts of the County, post-disaster, for damage assessment flights by specified government officials.

e. Be prepared to have the airport used as a medical evacuation or post-disaster recovery operations logistics management center.

20. Charlotte County Budget Office will:

a. Oversee Departmental tracking of disaster-related costs.

b. Collect actual and estimated costs from county agencies and compile them for reimbursement processes.

c. Act as primary point of contact for financial matters with State and Federal agents during disaster recovery and reimbursement processes.

21. Charlotte County Animal Control (CCAC) will:

a. Oversee all matters as related to ESF-17 (Animal Issues) of this plan.

22. Charlotte County Facilities Management (CCFM) will:

a. Provide for janitorial duties in county buildings during disaster operations.

b. Ensure that all county buildings are prepared/protected during emergency and disaster events.

c. Provide servicing and repair of governmental buildings to ensure operational ability and prevention of damage if needed.

d. Work with emergency management to identify projects that could reduce damage to government buildings.

23. Charlotte County GIS will:

a. Provide mapping and plotting capabilities during pre and post-storm scenarios.

b. Provide staffing in the EOC following an event for mapping and plotting of damage, areas of concern, and other item as required.

24. Charlotte County Human Services will:

a. Oversee all issues for ESF-11 (Food and Water)

b. Provide transportation for the SNP evacuation as required (through the Division of Transit)

c. Assist with County Community Relations, DRC, and other Recovery activities as required by the event.

25. Charlotte County Information Technologies will:

a. Provide on call technicians to resolve problems related to computers, printers, networking, or otherwise in the County EOC. This will be required before and after emergencies and/or disasters.

b. Provide technical support for all county departments to ensure continuity of operations after an emergency or disaster affects Charlotte County.

26. Charlotte County Parks and Recreation will:

a. Provide the availability of transportation resources and heavy equipment for disaster operations.

b. Coordinate park and facility closings with Emergency Management.

c. Provide the availability of park facilities (structures and land) for disaster preparedness, response, and recovery operations as needed by Charlotte County.

27. Charlotte County Utilities (CCU) will:

a. Oversee all ESF-12 (Utilities and Energy) as required.

b. Work with ESF-8 to issue any precautionary notices as required.

c. Provide support to other emergency response agencies as needed.

28. Salvation Army will:

a. Assist with Food and Water Issues (ESF-11) as required.

b. Assist with Family Service Needs as they become identified.

c. Identify locations for Comfort Stations and set up as necessary.

d. Provide available resources to assist with County recovery operations.

29. Sprint United/GTE will:

a. Assist with ESF-2 functions as deemed necessary by the OEM (lead agency).

b. Communicate outages and estimated times of repair to the EOC.

30. Englewood Chamber of Commerce/Charlotte County Chamber of Commerce/Punta Gorda Business Alliance will:

a. Serve as point of contact for business/industry related issues in pre and post-disaster scenarios.

b. Assist in identification of and collection of information from businesses that have been affected by a disaster event.

IX. FINANCIAL MANAGEMENT

A. It is the practice of Charlotte County employees to use the same process to fill out and file financial reports in daily activities as it is during emergency situations. These procedures are compatible to State and Federal financial procedures. Municipal and County Finance agents work together to ensure continuity n financial procedures during emergency and disaster events.

B. The Charlotte County Purchasing Department, the Charlotte County Budget Office, and the Charlotte County Finance Office will work as a team to support preparedness, response, recovery, and mitigation activities on an everyday basis. This includes any training and guidance as needed. All disaster costs will be captured and handled through a Disaster/Emergency Account set up through the County Purchasing Department.

C. The Charlotte County Purchasing Department will provide procurement support for supplies, facilities, equipment, and supplies needed by County agencies. Items that may be included are meals, vehicle repair parts, construction materials, and rental equipment.

D. County emergency operations are funded by the budgeted allocations of each agency having functional responsibilities in emergency operations.

E. The County and City may allocate and expend funds as appropriate for local emergency operations in accordance with Chapter 252 F.S.. As a general rule, funding availability may be assumed for all emergency response efforts.

F. Close expenditure controls must be exercised during any emergency operation. The County Administrator, operating from the EOC, is the screen point for expense authorization. The County Purchasing Director and the Clerk of Courts will provide technical overview of this area. <u>No emergency staff shall make funding commitments without the coordination of the Purchasing Director or County Administrator.</u>

G. Complete and accurate accounts of emergency expenditures and obligations, including personnel and equipment costs, must be maintained. Accounting is required on a daily (sometimes more regular) basis to identify and document personnel costs, supplies and materials used and equipment hours committed to each specific preparation, response and recovery task. Equipment use charges must be associated with an equipment operator. All personnel hours must be identified with a specific and definable task.

When responding to another jurisdiction for mutual aid, the responding party <u>must obtain a mission number or tracking number</u>. This will be used to identify costs. Once costs are figured at the end of the event, the department head shall forward all costs to Finance, who shall then forward any costs to the hosting jurisdiction. In cases of mutual aid requests from the State, County Finance shall forward costs, along with the appropriate paperwork to the Florida DEM. Paperwork can be obtained from the Charlotte county OEM.

H. Following an event, the Charlotte County Budget Office, along with the Charlotte County Purchasing Department will coordinate with all county agencies to compile costs and proper documentation needed for reimbursement under public assistance procedures. Charlotte County Emergency Management will pull together costs and documentation from volunteer and non-for-profit organizations. A member of the Charlotte County Budget Office, the OEM, and pertinent agency officials will be present during the reimbursement application process with FEMA and/or the FDEM.

I. When Federal public assistance is provided under the Disaster Relief Act, local projects approved by the FEMA are subject to both State and Federal audit (except small projects approved under Section 419 of Public Law 92-288 which require only Federal audit).

J. There are several funding agreements that are made available to counties and other local jurisdictions during peacetime, as well as disasters. Most of these agreements come in the form of grants. The following is a list of examples of funding agreements that can and/or will assist Charlotte County in emergency and disaster mitigation, preparedness, response, and recovery:

1. Emergency Management Preparedness and Assistance Fund (EMPA) Base Grant: These are funds that are distributed to counties by the State each year in order to enhance emergency and disaster mitigation, preparedness, response, and recovery. These funds can be used by local emergency management agencies to implement eligible projects, upgrade equipment, and provide additional services as seen appropriate by the local emergency manager and the State.

2. EMPA Competitive Grant: This is a competitive grant for which counties and municipalities may opt to apply for each year. This competitive grant, sponsored by the State of Florida Department of Community Affairs (DCA), awards monies to communities who submit projects that will enhance emergency management capabilities on local, regional, and state levels. Submitted projects can consist of mitigation activities, preparedness activities, response capability upgrades, and recovery needs. Once projects are submitted, they are reviewed for consistency with State and local plans and awarded points in order to establish a priority lost of projects.

   Each year, Charlotte County reviews its list of projects and decides on sufficiency and rationality of submitting a project to this grant process.

3. Program/Technical Funding: On occasion, funding becomes available from the State to implement programs on the local level. Such recent programs include funding for the development of Terrorism components to County plans and the addition of Local Mitigation Strategies to local plans.

   Charlotte County uses monies from these projects as necessary in order to enhance its program capabilities.

4. Mitigation Program Funding: This category includes programs such as the Flood Mitigation Assistance Program (FMAP) and the Hazard Mitigation Grant Program. Charlotte County reviews its situation at least twice a year to determine if there are any outstanding projects which might qualify for these types of programs.

   Once identified, Charlotte County works with the property owners to fill out an application for these programs and submits the application on behalf of the property owner. If the application is approved, Charlotte County enters into an agreement with the State of Florida to oversee and manage the project and reimbursement process.

   Charlotte County works with the State of Florida DCA, DEM to identify funding sources that can be used to implement programs and enhance already-existing programs. Any programs that are made available are reviewed by the County OEM and used as needed in order to enhance emergency mitigation, preparedness, response, and recovery capabilities in Charlotte County.

X. TRAINING, EXERCISES, AND EVALUATION

A. General

This element of the CEMP addresses general and specific training of CEMP participants and public outreach program activities. The Charlotte County OEM, in conjunction with the Charlotte County Department of Employee Relations will be responsible for developing and notifying others of training opportunities as they arise. A copy of the recommended courses for employees involved in emergency management functions can be found in the Charlotte County Emergency Training Matrix, located in the Charlotte County OEM library.

1. Training to develop disciplinary preparedness for mission operations is the individual responsibility of the Department and Office Directors. The OEM will conduct annual and other requested "in-service" training to assist in integration of discipline-specific training with specifics of emergency management. Training includes emergency exercises and post-event reviews. Needed corrective actions are followed up by Administration and the OEM. Once actions are taken, a follow-up report is written and filed with the OEM.

2. Training for First-in-Teams (FIT) will be coordinated by the OEM to support defined FIT training needs. FIT will meet on a monthly basis to address their unique mission. The OEM will assist FIT Team chiefs in obtaining specialized hazmat, damage estimation and first aid training.

3. ESF teams will train with the OEM Plans and Operations Supervisor at the start of each severe weather season in basic ICS principles as well as their ESF functions and relationships with other ESF and internal EOC operations.

4. SNP telephone callers will undergo annual mission refresher training at the start of the severe weather season, conducted by the SNP manager of the OEM.

5. RACES and Animal Rescue Team leaders will be included in OEM staff meetings, exercises and other OEM training events such as the Governor's Hurricane Conference and the annual Florida Emergency Preparedness Association- (FEPA-) DEM conferences.

6. The County (as many departments and agencies as possible) participates in the annual state-wide hurricane exercise as an opportunity to test and evaluate the ability to manage events that are not experienced on a day-to-day basis.

7. The County will participate in an annual functional exercise that will include Continuity of Operation Plan (COOP) dealing with relocation of EOC to alternate location, the County Jail on Airport Road.

    a. The annual County Air Show is used as an opportunity to exercise seldom-used aspects of the CEMP, to train participants and to inform the attending public.

    b. Intra-organizational training is advanced in multi-agency participation in periodic exercises and training events at health care facilities and the airport.

c. A post-operations review is conducted of actual emergency operations and exercises to identify improvements needed in training, planning and operations and resource management.

8. The weekly BCC and Department head pre-agenda meeting serves as a training opportunity regarding exercises and actual event preparedness and post-event review. The quarterly County Administrator's meetings serve as emergency management opportunities.

9. The OEM conducts an extensive public outreach program that reaches the full variety of "publics" as well as CEMP participants.

a. The OEM conducts more than 100 seminars annually for special interest groups and "in service" training sessions for public and private sector employees each year. In addition, the OEM conducts an annual "Expo" at the Town Center Mall in conjunction with a local newspaper and television station; Businesses that provide disaster preparedness, response and recovery goods and services also participate in the "Expo".

The OEM also conducts an annual Emergency Management Caravan; a 90 minute program conducted on a single day traveling to three sites around the County. The evening caravan is also broadcast live over a local radio station and is received in adjacent Counties as well.

b. The OEM Director conducts a monthly one-hour radio program that includes specialists in insurance, home protection, family preparedness and business issues, among other topics.

c. Information regarding individual and family preparedness, radio stations used for public information and emergency public information purposes as well as evacuation routes and shelter information is provided in the County "All Hazards Handbook" which is widely distributed.

d. Public Service Announcements are reviewed and updated each year. These announcements are used throughout the year to promote disaster mitigation and preparedness. Also on file in the OEM library are disaster-related PSAs.

10. The County Training Division publicizes training available to CEMP participants that is offered by the State, EMI among other providers. A matrix indicating the training needs for local personnel staffing preparedness, response, recovery, and mitigation operations can be found in the Charlotte County OEM library.

B. Public Awareness and Education

1. Representatives of the mass media will have access to the JIC for information. The JIC will be located in the CCSB Conference Room in the same complex as the EOC.

Further information on the JIC can be found in ESF-14. This center will release general public preparedness, response, recovery, and mitigation information, as well as certain information on the disaster or emergency at hand such as shelter information, danger zones, and open or closed businesses.

2. A listing of local media outlets that will be using the JIC, and are outlets for public information is located in ESF-14 and in the Charlotte County All-Hazards Handbook publication.

3. Charlotte County has a series of pre-staged press releases which will be used in the case of a pending, or actual, emergency or disaster situation. Copies of these press releases can be found in ESF-14 of this Plan. These press releases are also on file in the Charlotte County EOC library.

4. Informational materials are provided to tourist lodging operators, area real estate and insurance sales organizations for distribution to their constituents. The Contractors and Builders Association is a partner in dissemination of emergency management information.

5. A listing of vulnerable areas can be found by looking at the Charlotte County SLOSH Map, located in the Charlotte County OEM library.

6. The listing of the Charlotte County OEM main phone number, (941) 505-4620, can be found in the local phone books and in the Charlotte County All Hazards Handbook publication. This number can be used to obtain emergency preparedness information, register for the Charlotte County SNP, to report an emergency, to get general information on disasters, to obtain information on retrofitting structures in flood prone, and hurricane zones.

7. Listings of shelters can be found in ESF-6 and in the Charlotte County All Hazards Handbook public information.

8. Listings of evacuation routes and zones can be found in the local phone books, and in the Hurricane Evacuation Study, written by the Southwest Florida Regional Planning Council on page II-C-13.

9. Citizens, insurance agents, mortgage lenders, and real estate agents can find information on specific properties in their relation to critical facilities, flood zones, and storm surge zones at the Charlotte County GIS Web site at www.ccgis.com/eoc. This web site also allows people to look at elevation certificate information on specific properties. This web site is tied into the CCPA's web site as well.

XI. REFERENCES AND AUTHORITIES

A. Ordinances, Statutes, and Regulations

1. City and County Ordinances and Resolutions

   a. Resolution 68-32, Establishment of Charlotte County Civil Defense Department (1968)

   b. Resolution 71-34, Resources in Disasters (1971)

   c. Resolution 82-57, Adopting CEMP 6/1992 (1982)

   d. Resolution 89-46, Peacetime Emergency Planning (1989)

   e. Ordinance 97-106, Emergency Management Issues (1997)

2. State Statutes, Orders, Laws, and Rules

   a. Chapter 23, Florida Mutual Aid Act (1998)

   b. Chapter 119, Public Records (as amended 2001)

   c. Chapter 125, County Government (as amended 2001)

   d. Chapter 252, Emergency Management (as amended 2002)

   The BCC, by authority of Chapter 252 F.S., has the power and authority:

   - To make a formal declaration of a state of local emergency (SLE) as emergency conditions dictate. In accordance with Chapter 252.38, FS, the BCC may declare a state of local emergency (SLE) for up to 7 days, and extend it in 7 day increments.

   - To utilize all available resources of the County or City government as reasonably necessary to cope with a disaster or emergency within or outside the County.

   - To assign or transfer the personnel or change the functions of County Departments and Offices or units thereof, for the purpose of performing or facilitating emergency services.

   - To direct and compel the evacuation of all or part of the population from any threatened or stricken area within the County if a quorum, or the Chairman, acting alone in the absence of a quorum, deems necessary for the preservation of life or other disaster response or recovery.

   - To take action and give such direction to County law enforcement officers and agencies as may be reasonable and necessary for the purpose of securing compliance with the provisions of this act and with the orders, rules and regulations made pursuant hereto.

- To utilize personnel and other resources of existing agencies of the County and its political subdivision as the primary emergency management forces of the County. All such officers and agencies shall cooperate with and extend their services and resources as required.

- To waive procedures and formalities required by law pertaining to the:

  – Performance of public work

  – Entering into of contracts

  – Incurring of obligations

  – Employment of permanent and temporary workers

  – Utilization of volunteer workers

  – Rental of equipment

  – Purchase and distribution, with or without compensation, of supplies, materials and facilities

e. Rule 9G-6, Review of Local Emergency Plans (1995)

f. Rule 9G-19, Competitive Grant Program Rule (1994)

g. House Bill 911, Laws of Florida (1993)

h. Executive Order 12656, Assignment of Emergency Management Responsibilities (1988)

i. 2002 State of Florida CEMP

3. Federal

a. Presidential Directive # 5 (mandating the use of NIMS and ICS)

c. National Response Plan (an All-hazards perspective)

d. NIMS (with NIMCAST tool)

e. Incident Management System including Unified Command

d. Public Law 93-234, Flood Disaster Protection Act of 1973

e. Public Law 106-390, Disaster Mitigation Act of 2000

f. Public Law 99-499, Community Right to Know Act of 1986

g. Public Law 95-510, CERCLA of 1980

h. Public Law 84-99, Flood Emergencies (1976)

i. Public Law 89-665, National Historic Preservation Act (1966)

j. National Flood Insurance Act of 1968

k. 44 CFR (Parts 59-76), NFIP (revised 2000)

l. 44 CFR (Part 206), Federal Disaster Assistance (1988)

m. Federal Response Plan (as amended 1999)

4. Memoranda of Understanding and Mutual Aid Agreements

a. Mutual Aid Agreement for fire and emergency operations between Charlotte County and Boca Grande Fire Control District (1997)

b. Mutual Aid and Automatic Response Agreement for fire and emergency operations between City of Punta Gorda and Charlotte County (1997)

c. Mutual Aid Agreement for fire and emergency operations between the City of Cape Coral and Charlotte County (1997)

d. Inter-local agreement between Bayshore Fire Protection and Rescue Service District and Charlotte County (1997)

e. Inter-local agreement with Sarasota County and Municipal Uniform Mutual Assistance Agreement for Fire Protection and EMS (City of Sarasota, Sarasota County, City of North Port, City of Venice, Nokomis Volunteer Fire Department, Inc., Town of Longboat Key, Englewood Area Fire Control District, South Venice Area Volunteer Fire Department, Inc., Sarasota County School Board, and Charlotte County) (1997)

f. Mutual Aid agreement between Charlotte County Fire/EMS and Tampa General Health Care

g. Statewide Catastrophic Mutual Aid Agreement (2000)

h. Public Works Mutual Aid Agreement (2000)

i. Memorandum of Understanding by and between the Civil Air Patrol (CAP) and Charlotte County (2001)

j. Agreement for mutual aid in hurricane relocation - 6th Air Base Wing Commander (Avon Park Bombing Range) and Charlotte County (1994)

k. South Punta Gorda Heights Community Center Agreement for use as shelter (1990)

m. Agreement with Osceola County for Charlotte County Emergency Worker Family sheltering (1993)

n. Agreement with Polk County for Charlotte County Emergency Worker Family sheltering (1993)

o. Memorandum of Understanding between Charlotte County and FL2 DMAT (unk.)

p. Inter-local Agreement - Disaster Preparedness (Charlotte County and School Board (2000)

B. General

1. County Personnel Rules Article 5-9 provides that if civil emergency conditions are declared by the BCC, employees may be assigned to any duties to fulfill the mission of the county.

2. County Personnel Rules Article 8-10(e) provides for time worked under "Emergency Duty Assignment" shall be subject to the time and one-half provision should the employee be required to exceed his/her normal workday or week.

3. EOC staff work a 12-hour shift.

4. Volunteers registered in service to the OEM receive no pay but are covered for death or injury the same as paid full-time County employees.

C. County SOPs, Plans, and Annexes

1. Charlotte County/City of Punta Gorda Local Mitigation Strategy (updated 2002)

2. Charlotte County Terrorism Annex (2002)

3. Charlotte County FITs SOPs (updated 2002)

4. Charlotte County Emergency Worker's Family Shelter SOPs (1997)

5. Charlotte County Fire/EMS Standard Operating Guidelines (updated 2002)

6. Charlotte County Procedures for Pre-positioning of Resources (updated 2001)

7. Charlotte County Procedures for Damaged Transportation Routes (updated 2000)

8. Charlotte County JIC SOPs (updated 2000)

9. Charlotte County Disaster Requisition SOPs (updated 2000)

10. Charlotte County Inventories of Resources (updated 2002)

11. Charlotte County Procedures for Assessing Energy System Damage (updated 2002)

12. Charlotte County EOC SOPs (2001)

13. Charlotte County Emergency Training SOP (2001)

14. Charlotte County Air show Emergency Procedures Manual (updated 2002)

15. Charlotte County Local Mitigation Strategy (updated 2002)

XII. APPROVAL AND SIGNATURES

_____ DATE:_____
Wayne P. Salladé, Director
Office of Emergency Management

_____ DATE:_____
S. Shane Stovall, Emergency Coordinator
Office of Emergency Management

_____ DATE:_____
Lisa Schaber, Emergency Planner
Office of Emergency Management

_____ DATE:_____
Craig Fugate, Director
Florida Division of Emergency Management

_____ DATE:_____
Eve Rainey, Bureau Chief
Florida Division of Emergency Management

EMERGENCY SUPPORT FUNCTION 1: TRANSPORTATION

Lead Agency: Charlotte County Department of Public Works

Support Agencies: Charlotte County School District/Board, Charlotte County Purchasing Department, Charlotte County Cooperative Extension Service, Charlotte County Sheriff's Office (CCSO), Charlotte County Fire and Emergency Medical Services (EMS), Charlotte County Geographic Information Systems (CCGIS), Charlotte County Recreation and Parks Department, Charlotte County Office of Emergency Management (OEM), Ambitrans.

I. INTRODUCTION

A. Purpose

The purpose of Emergency Support Function 1 (ESF-1) is to coordinate the use of supplementary transportation resources during emergencies and disasters through the Charlotte County Emergency Operations Center (CCEOC). This is required in order to assist the normal transportation operations during emergencies and disasters.

B. Scope

1. The available or obtainable air, water, rail, and land transportation resources of each contributing agency will be provided through ESF-1 of the CCEOC for:

    a. Readiness Phase: The CCEOC is always at a Readiness or Awareness stage of activation. The OEM staff are always monitoring weather and emergency incidents to determine whether or not emergency action is necessary.

    b. Minor emergencies or disasters requiring a CCEOC Level I or II activation and/or minimal local, state assistance, and/or federal assistance.

    c. Major emergencies or disasters requiring a CCEOC Level III or IV activation and a broad range of local, state, and/or federal assistance.

    d. Catastrophic emergencies or disasters requiring a CCEOC Level IV activation and massive local, state, and federal assistance.

2. Agency **available** resources include personnel, physical and technical equipment, facilities, other needed materials accessible from within an agency.

3. Agency **obtainable** resources are personnel, physical and technical equipment, facilities, and other resources obtainable through mutual aid agreements (MAA), agency contractors, vendors, suppliers, and agency related resources. Also included are local, state, regional, and national government(s), and public or private organizations.

C. Policies

1. The transportation resources which are available to, and obtainable by, ESF-1 agencies will be used to aid in the:

    a. Monitoring, control, and coordination of vehicular traffic flow.

b. Provision of infrastructure status reports for all modes of transportation.

c. Logistical transportation of personnel, equipment, and materials and supplies.

d. Provision of maps for all modes of transportation.

e. Identification of obstructions and damage to the railways, roadways, bridges, runways, utilities (traffic lights, etc.) and other transportation infrastructure.

f. Prioritization and initiation of emergency work tasking to clear debris and obstructions from, and emergency repairs to, the multi-modal transportation infrastructure.

II CONCEPT OF OPERATIONS

A. General

1. During incidents in which the CCEOC is activated, the Charlotte County Department of Public Works will act as the lead agency on the county level of ESF-1.

2. During a large scale emergency or disaster, **when** all local resources, including MAAs, have been depleted, state resources may be requested. The CCEOC Operations Desk will forward the request through the State Emergency Operations Center (SEOC) directly or through the state liaison located in the CCEOC.

   The Florida Department of Transportation (FDOT) and the Florida Wing of the Civil Air Patrol (CAP) will assign personnel to the ESF-1 duty in the SEOC to analyze, prioritize, and process county requests for ESF-1 assistance.

   a. A representative from the FDOT and/or CAP will be assigned to be the liaison for the CCEOC.

   b. The state-level ESF staff will be contacted by the Charlotte County Operations Desk who will analyze and forward the request to the Florida Division of Emergency Management (Florida DEM) liaison to the county.

      The Florida DEM liaison may be located in either the SEOC or CCEOC, depending on the magnitude or phase of the event. This liaison will be available in person, by telephone and/or by facsimile to assess and respond to transportation requests received by the CCEOC.

3. ESF-1 staff will proactively assess and routinely update their respective situation reports for making planning decisions to meet the short- and long-term transportation needs of the threatened and/or impacted area.

4. ESF-1 will routinely prepare and file situation reports with ESF-5 (Information and Planning).

5. Local ESF-1 planning provides for the use of school buses, municipal vehicles, and vehicles from volunteer agencies and private carriers. This is accomplished through pre-existing MAA and compacts with the Charlotte County School Board, volunteer agencies, private companies, and surrounding jurisdictions.

6. Obstructions and/or damage to the multi-modal transportation infrastructure in the threatened and/or impacted area will be assessed and evaluated by ESF-1.

   ESF-3 (Public Works and Engineering) will be tasked, as appropriate to perform emergency work and repair.

7. When all local transportation resources have been activated following a disaster, and are found to be inadequate to handle the situation, the CCEOC ESF-1 will send a request for assistance to the CCEOC Operations Desk to analyze and then forward to a SEOC ESF-1 contact.

8. Transportation resources will be allocated under the discretion of the ESF-1 Lead Agency representative. As a guideline, emergency transportation resources will typically be allocated in accordance with the following priority system:

   a. Transportation of personnel and supplies for emergency functions involving the protection of life or property.

   b. Transportation of other emergency supplies for shelters, etc.

   c. Transportation for equipment and/or supplies for other needs (i.e., Administrative, etc.).

B. Organization

1. ESF-1 will be organized and operate as a team.

2. The Charlotte County Department of Public Works Lead Representative and staff will act as a coordinating body for themselves as well as for local emergency transportation resources.

3. The Charlotte County Department of Public Works Lead Representative and staff must ensure that through coordinated annual planning activities, all ESF-1 agencies and resource representatives:

   a. participate in the review of the Charlotte County Comprehensive Emergency Management Plan (CEMP), and the text of the ESF-1 Standard Operating Procedures (SOPs).

   b. attend and participate in ESF-1 meetings, training, conferences, and exercises.

4. All local ESF-1 agencies are responsible for developing, testing, and maintaining manual or automated listings of:

   a. agency emergency points of contact that are, or may need, to be contacted by agency representative(s) assigned to ESF-1.

   b. an inventory of personnel, data, equipment, and vehicles which will be used for emergency transportation, including the date of last revision.

c. agency-available transportation resources (from within the agency) such as the types of equipment and equipment operators available.

d. points of contact for agency-obtainable transportation resources (from agency contractors, vendors, etc.), such as equipment and equipment operators.

5. During periods of activation, the Charlotte County Department of Public Works is responsible for:

a. developing and maintaining the ESF-1 duty schedule on a 24 hours a day/7 days a week operation.

b. describing how personnel will be contacted with instructions for reporting to work.

c. coordinating the receipt, evaluation, and tasking of support requests as they become necessary.

6. All ESF-1 support agencies are responsible for tracking the Committed and Uncommitted status of their transportation resources during an activation of the CCEOC.

7. All agency designated ESF-1 personnel, as a team, will support the development of situation reports and incident action plans for the CCEOC ESF-5 (Information and Planning) during activation of the CCEOC.

C. Notifications

1. The CCEOC will notify the Charlotte County Department of Public Works, the ESF-1 Lead Agency, when Charlotte County is threatened or has been impacted by an emergency or disaster incident. This notification will be made to the Director of the Charlotte County Department of Public Works, who will then activate a calling tree, or other means of communication for notification purposes.

2. The designated ESF-1 coordination personnel will report to the CCEOC if requested by the OEM.

3. As warranted by the scope of the impending or actual emergency or disaster, the Charlotte County Department of Public Works will notify the designated emergency operations personnel from one or more of the ESF-1 supporting agencies of the impending or actual incident.

4. If so advised or requested by the Charlotte County Department of Public Works, the ESF-1 supporting agencies' designated emergency operations personnel will report to the CCEOC.

5. As required or deemed necessary by the notified ESF-1 supporting agencies, agency emergency operations personnel will notify their EOC and/or agency state, regional, district, and local office emergency operations personnel of the impending actual incident.

6. The above notification process will be utilized if the impending or actual incident requires any combination of preparedness, response, recovery, or mitigation/redevelopment activities.

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D. Actions

A minor, major, or catastrophic emergency or disaster will require the ESF-1 staff members on-duty in the CCEOC to accomplish one or more preparedness, response, recovery, and mitigation/redevelopment actions. The following list of actions to be accomplished can be accessed at the corresponding preparedness, response, recovery, or redevelopment phase that the CCEOC has activated:

1. Preparedness Actions:

   a. Activate the "Notifications" sequence listed immediately above in paragraph C, Notifications.

   b. Assign a sufficient number of ESF-1 staff members to the duty schedule to allow for shift changes during the period of anticipated CCEOC activation.

   c. Identify the agency offices that will produce the CCEOC situation reports and action reports pertaining to ESF-1.

   d. Evaluate and task the transportation requests generated in the CCEOC for the threatened and/or impacted area.

   e. Anticipate, plan for, and ready the notification systems to support local voluntary evacuation(s), local declaration(s) of emergency, and local mandatory evacuation(s). This includes, lockdown of movable bridges, suspension of county and city construction and maintenance activities, and activation of the one-way traffic plan.).

   f. Note matters that may be needed for inclusion in CCEOC briefings, situation reports and/or the ESF-1 action plans.

   g. Ensure that on-duty staff members log in and out on the ESF-1 duty schedule, and staff members, or their agencies, maintain other appropriate records of costs incurred during the incident.

   h. Evaluate the probable time period for a response phase and/or recovery phase for the incident.

   i. As deemed necessary, equipment can be pre-positioned in strategic staging areas, including the Charlotte County Airport.

   j. Identify areas where equipment can be staged before, during and after an incident, including recovery activities. Also, identify alternate departmental command posts, and areas where equipment can be sent for protection from an imminent or threatening hazard.

   k. Top-off all county fuel tanks (gasoline and diesel fuel) and pre-stage fuel trucks. Activate existing arrangements with fuel (gasoline and diesel) suppliers to give priority to emergency vehicles in order to facilitate a county-wide deployment for a long period of time.

2. Response Actions

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a. Evaluate and task the transportation requests for threatened and/ or impacted areas.

b. Anticipate, plan for, and ready the necessary notification systems to deploy resources within the Charlotte County jurisdiction.

c. Note matters that may be needed for inclusion in CCEOC briefings, CCEOC situation reports, and/or the ESF-1 action plans.

c. Request and direct deployment of mutual aid teams if necessary.

d. Ensure that sufficient ESF-1 staff members are assigned to the ESF-1 duty schedule to allow for shift changes during the period of anticipated CCEOC activation

e. Ensure that on-duty ESF-1 staff members log in and out on the ESF-1 duty schedule, and that the staff members, or their agencies, maintain appropriate records of costs incurred during the event.

g. Evaluate the probability and time period of a recovery phase for the event. If a recovery phase is probable, start pre-planning for recovery actions.

3. Recovery Actions

a. Evaluate and task the transportation support requests for impacted areas.

b. Note matters that may be needed for inclusion in CCEOC briefings, CCEOC situation reports, and/or the ESF-1 action plans.

c. Anticipate, plan for, and ready the necessary notification systems to support the establishment of staging areas, depots, and distribution sites in the impacted area.

d. Generate CCEOC situation reports and ESF-1 action plans in a timely manner

e. Ensure that sufficient ESF-1 staff members are assigned to the ESF-1 duty schedule to allow for shift changes during the period of anticipated CCEOC activation.

f. Ensure that on-duty ESF-1 staff members log in and out on the ESF-1 duty schedule, and that team members, or their agencies, maintain other appropriate records of costs incurred during the incident.

g. Seek information concerning the projected date the CCEOC will deactivate.

4. Mitigation/Redevelopment Actions

a. Anticipate, plan for, and ready the necessary notification systems to provide transportation related professional, technical, and administrative support for mitigation and/or redevelopment activities that may begin before and continue for several months after the CCEOC deactivates.

b. Note matters that may be needed for inclusion in agency or local/state/federal debriefings, situation reports, and action plans.

c. Evaluate the probability and time period of a mitigation and/or redevelopment phase for this incident. If a mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, state, and/or federal officials.

E. Direction and Control

Any combination of the following is applicable for a natural or technological emergency or disaster incident within or outside of Charlotte County, for which the CCEOC may be activated to coordinate providing assistance or support from a county agency(ies):

1. Agency-Specific Operations Centers: The Department of Public Works will manage their internal missions as well as work with other local level agency EOCs to accomplish their missions. This may be done through the CCEOC, the Department of Public Works EOC, or an alternate EOC, or field command post.

2. Charlotte County EOC: The CCEOC receives and processes requests for ESF-1 assistance within the county and in other CCEOC ESFs.

3. City and County Duties: Under Florida Statute 252, the Board of County Commissioners has the power and authority to utilize all personnel and other available resources of the county or city government as reasonably necessary to act as the primary emergency management forces of the county.

4. State Resources: Should ESF-1 see the need for resources not otherwise available to the county, action would be taken to initiate acquiring the needed resources from the State of Florida. Normally, this acquisition will be initiated through the ESF-1 in concert with the CCEOC Operations Desk. The CCEOC Operations Desk will then contact the ESF-1 liaison(s) for the State of Florida.

   Charlotte County is a member of the State of Florida Statewide Mutual Aid agreement. This agreement will help assure assistance is provided from other counties when additional resources are needed during mass emergency or disaster circumstances.

5. Contracts and Contractors: The primary and support agencies for ESF-1 understand that a resource need may arise that can best be filled by contract or through a reliable contractor with which one or more of the ESF-1 agencies has knowledge of, has used in the past, or is presently using.

6. Other Activities: ESF-1 agencies may participate in incident related activities other than those listed above.

III. RESPONSIBILITIES

A. The transportation equipment and facilities pool available from all ESF-1 agencies is detailed below. Certain specific resources are referenced and assigned as the identified responsibility of each identified ESF-1 agency:

1. Buses of various types and sizes, with drivers, to be used for evacuations and other logistical transportation missions. These will be supplied by the Charlotte County School Board and Charlotte County Transit.

   The number of buses available is determined by the availability of drivers. This availability varies based on what time of year it is. An accurate number is to be established by the Charlotte County School District at the time of the incident.

2. Passenger and utility vans of various types and sizes, with and without drivers, to be used for ESF-1 missions.

3. Trucks and/or trailers of various types, and combinations with drivers/operators to be used for various logistical transportation missions.

4. Aircraft and aircrews, including ground and operations personnel, and communications capabilities to transport emergency officials, personnel, light-load cargo, and for conducting various aerial surveillance and reconnaissance flights.

5. Boats of various types and sizes, powered and non-powered, for various logistical transportation missions.

6. Cars of various sizes, with and without drivers, to be used for various logistical transportation missions.

7. Vehicle repair facilities, equipment, and personnel to repair various types of emergency vehicles.

8. Fleet parking and storage areas for staging, parking, and storing various types of emergency vehicles.

9. Motor pool, including vehicle service facilities and personnel, to be used for refueling and servicing various types of emergency vehicles.

B. Local Government

The Charlotte County Department of Public Works is the primary organizational entity for emergency transportation in the county. The Charlotte County Transit is the primary source of vehicles to be used in the evacuation of the Special Needs population. Only when local resources are depleted, may state assistance may be requested through the CCEOC Operations Desk.

1. Emergency Medical Services and Ambitrans

   a. Provide Emergency Medical transport vehicles as necessary.

   b. Ambitrans, a privately owned ambulance and transport company, has agreed to provide assistance to Charlotte County Emergency Medical Services (EMS) as needed through agreements with Charlotte County EMS.

2. Maintenance and Operations (M & O)

a. The Maintenance and Operations (M & O) Superintendent, working under the direction of the County Engineer (who serves as the Resource Coordinator for the EOC), will be the lead agency for heavy-type transportation, such as trucks. He shall maintain a list of all local companies with heavy equipment for both debris clearance and heavy transportation needs.

b. M & O will assist in the maintenance of fuel supplies at the central county gasoline and diesel fuel pumping stations.

3. Charlotte County School District

a. The Charlotte County School District is the primary agency for transportation personnel. Upon request, the Superintendent of Schools, or his designee, will see that school buses and drivers are made available for emergency transportation.

4. Charlotte County Department of Purchasing

a. The Charlotte County Department of Purchasing will be the primary agency responsible for purchasing gasoline or diesel fuel needed to refill the tanks at the Charlotte County Fuel Facility and mobile fuel trucks.

5. Charlotte County Sheriff's Office (CCSO)

a. The CCSO will provide security escort to emergency transportation vehicles as requested, and as resources are available.

b. The CCSO will provide available emergency transportation as requested. The use of boats, cars, trucks, vans, helicopters, and fixed-wing airplanes may be necessary.

c. The CCSO will maintain a list of traffic control points which will be used to control access to areas during and following an emergency or disaster situation.

6. Charlotte County Geographic Information Systems (CCGIS)

a. The CCGIS will assist ESF-1 agencies with mapping and route determinations, as needed.

7. Charlotte County Recreation and Parks Department, Charlotte County Cooperative Extension Services, and

a. These agencies will provide vehicles for transporting supplies, personnel, and equipment as requested when such resources are available.

8. Office of Emergency Management

a. The Emergency Management Director, operating from the CCEOC, is the individual responsible for contacting surrounding counties for sharing of resources. Existing mutual aid agreements cover this area.

b. Maintains an updated list of emergency transportation resources.

C. State Government

Requests for State of Florida ESF-1 resources will only be made after all county resources have been depleted. Under the State of Florida 2004 CEMP, online at http://floridadisaster.org/documents/CEMP/floridaCEMP.htm, the following state functions **may** be available if assistance from the State of Florida ESF-1 is needed. All requests for ESF-1 assistance will be directed through the CCEOC Operations Desk.

1. Florida Department of Transportation

   a. Coordinate planning and provision of all state-level transportation assistance activities, to include establishing priorities to ensure the efficient use of personnel and equipment.

   b. Maintain information on government and private transportation resources within the State of Florida.

   c. Develop and maintain agreements with municipal and private carrier companies.

   d. When state assistance is required, determine the transportation needs of the disaster area and provide necessary transportation as feasible using both governmental and private resources.

   e. Coordinate acquisition of transportation services under federal assistance programs. If direct aid is provided, assist in setting up appropriate routes and schedules. If grants are provided, acquire the needed resources through contracts with private carriers or payments to governmental agencies, and organize and schedule resource use.

   f. Coordinate the alteration or suspension of Public Service Commission (PSC) or Department of Transportation intrastate carrier regulations as needed to facilitate acquisition of emergency transportation services.

   g. Maintain accurate records of manpower and transportation resource utilization.

2. Florida Department of General Services

   a. Maintain listings of state vehicles and their location, and make this information available to the Department of Transportation when requested.

   b. Operate the state motor pool (on a 24-hour basis if required) in support of state departments during a disaster situation.

   c. Establish priorities, schedule, and coordinate the use of state motor pool aircraft in a disaster situation.

3. Florida Department of Agriculture and Consumer Services (DACS)

   Assist with the transportation of equipment and supplies as needed.

4. Florida Department of Military Affairs

Provide transportation assistance as directed by the Governor.

5. Florida PSC

   a. Develop and maintain assistance agreements with private carriers regulated by the Commission.

   b. Alter or suspend Commission intrastate carrier regulation as needed to facilitate provision of emergency transportation services.

6. Florida Department of Highway Safety and Motor Vehicles (DHSMV)

   a. Coordinate law enforcement agency assistance in transporting emergency supplies (such as medical supplies) into the disaster area.

   b. Provide clearance for movement of vehicles involved in emergency services into and out of disaster area.

7. Florida Department of Business Regulation (DBR), Florida Department of Law Enforcement (FDLE), Florida Department of Environmental Protection (FDEP), Florida Fish and Wildlife Conservation Commission (FFWCC)

   Coordinate with the DHSMV to provide needed assistance for transporting emergency supplies into the disaster area.

IV. FINANCIAL MANAGEMENT

A. Documentation of Incurred Costs

All ESF-1 agencies will document their incurred costs by a process prescribed by the Charlotte County Budget Office. This process should be in concert with those processes described in the Florida Public Assistance online portal: http://www.floridapa.org/index.cfm

It is important that all uses of labor, equipment, and supplies be documented in order to aid in reimbursement for the various costs of the incident to ESF-1.

V. REFERENCES AND AUTHORITIES

Florida Statute 252

Florida Public Assistance online portal: http://www.floridapa.org/index.cfm

Same as Basic Plan

EMERGENCY SUPPORT FUNCTION 2: COMMUNICATIONS

Lead Agency: Charlotte County Office of Emergency Management (OEM), Communications

Support Agencies: Charlotte County Sheriff's Office, City of Punta Gorda, Charlotte County Building/Zoning, Charlotte County Mosquito Control, Charlotte County Maintenance and Operations, Charlotte County School District, Charlotte County Public Health, American Red Cross, Radio Amatuers Communication Emergency Services (RACES), ARES, Amateur Radio Society, Motorola Communications, Special Answering Team, GTE, Sprint Telephone, AT&T Wireless

I. INTRODUCTION

The purpose of Emergency Support Function 2 (ESF-2) is to assure provisions for communications support to county and city response efforts before, during, and following a disaster. ESF-2 will assist with the coordination of communications assets (both equipment and services) available from the county agencies, city agencies, the telecommunications industry, state agencies, federal government agencies, and the United States military. ESF-2 will be the focal point of all activity at the county level before, during, and after the activation of the Charlotte County Emergency Operations Center (CCEOC).

II. CONCEPT OF OPERATIONS

A. General

Emergency Communications is provided through the direct involvement of the local government and volunteers.

During emergency CCEOC operations, the agency radio operator will operate in liaison with the agency representative in the Operations Room. The records will be maintained in the same manner that they are done by that agency on a daily basis.

Emergency Alert System (EAS): Charlotte County is under the Fort Myers Operation Area. WIKX-FM and WCCF-AM are the primary receivers for this service in Charlotte County.

The refuge sites in Charlotte County will be able to communicate with the Charlotte County EOC by use of 800 MHz radios or by use of RACES/ARES operators.

Other refuge sites, distribution centers, disaster recovery centers, and feeding sites will be assigned communications assets as needed.

Mobile communications will be available through the Charlotte County Communications van, and the Charlotte County Mobile Command Unit.

The communication systems that will be used to transmit and receive information are as follows:

1. Between the local EOC and local government departments and agencies.

   Primary:

   a. Regular Telephone Lines

   b. Regular Fax Lines (941) 505-4625

   c. Internet, Email, Intranet

   d. 800 MHz Portable and Mobile radios

   e. Cellular and Mobile Telephones

   Secondary:

   a. Amateur Radio

   b. Satellite Telephone

   c. Portable Communications Tower

2. Between the CCEOC and the SEOC

   Primary:

   a. Regular Phone Lines

   b. Internet

   c. Regular Fax Lines

   d. Satellite Communications Phone (SATCOM)

   e. Satellite Communications (SATCOM) Computer Terminal

   f. Cellular and Mobile Telephones, Nextel

   Secondary:

   a. Satellite Phone

3. Between CCEOC and any municipal EOCs

   Primary:

   a. Regular Telephone Lines

   b. Internet

   c. Regular FAX Lines

   d. SATCOM Phone

   e. SATCOM Computer Terminal

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f. Cellular and Mobile Phones

g. 800 MHz Portable radios

Secondary:

a. Satellite Phone

b. Amateur Radio

4. Between ESF/ICS groups

Primary:

a. Regular Telephone Lines

b. Regular FAX Lines

c. Cellular and Mobile Phones

d. Portable Radios – 800mHz, Mobile 800 MHZ

Secondary:

a. Amateur Radios (at refuge sites)

Regular telephone lines, regular fax lines, portable radios, and amateur radios will be stationed at all shelters, feeding sites, distributions sites, staging areas, and Disaster Recovery Centers (DRCs) in order to ensure constant communications with the CCEOC. If, under extreme circumstances, none of these communications methods are available, a "message runner" system may be set up using volunteers.

B. Organization

The Charlotte County Fire & Rescue Telecommunications officer is the assigned coordinator of ESF-2 and its operations.

C. Notification

A phased staffing of the CCEOC for responding to a specific emergency or disaster may call for all or part of the radio operators. A decision to activate the CCEOC will include consideration of the extent to which the radio room and the RACES/ARES group should be activated.

D. Actions

1. Preparedness

The OEM will:

a. Identify communications facilities, equipment, and personnel located within and outside the affected area(s) that could be made available to support recovery efforts.

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b. Identify the position responsible for maintaining and updating an inventory of personnel, equipment and vendors which will be used for actual and planned actions of commercial telecommunications companies to restore services.

c. Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities within the affected areas(s).

d. Stage and/or pre-deploy communications equipment at alternate EOC sites. These sites are the Englewood EOC and the Airport EOC. An inventory of communications equipment must be made prior to the deployment of equipment. This inventory must be updated at least annually in order to keep track of equipment.

   See Section II.A to see the staging and pre-deployment of communications for shelters.

e. Test all communications resources least monthly and participate in other exercises and call-downs as needed.

f. Establish a county-wide emergency operations communications network and develop a Standard Operating Procedure (SOP) for its implementation.

2. Response

The OEM will:

a. Assess the need to pre-stage communications assets for rapid deployment into affected areas.

b. Determine what assets are available and nearest to the affected area(s) by each ESF-2 support agency and the time frame for deploying those assets.

c. Communication systems including dedicated lines, regular telephone lines, radio systems (i.e., ESATCOM, LGR, FWIN, HF radio, Amateur Radio, 800 MHz) that will be used with:

   – local EOC and the various departments and local agencies.

   – local EOC and the state EOC.

   – local EOC and any municipal EOCs.

   – emergency support function/incident command system group.

   – shelters and feeding sites.

   – distribution sites, staging areas and DRCs.

d. List priorities for repair and restoration of communication resources that have been damaged as a result of a disaster.

3. Recovery

   a. If different, identify the lead and support agencies for communications during the recovery phase of an emergency.

   b. Define the duties and responsibilities of the lead and each support agency during recovery, if different.

   c. Describe the activities to be performed during recovery operations.

   d. Describe provisions for a phone bank at the DRC for both employee/volunteer and the public.

   e. Accumulate damage information obtained from assessment teams, the telecommunications company, the EOC, and other city, county, state, and federal agencies that report information through ESF-5.

   f. Assemble a listing of all county communications assets available to support a recovery mission. Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort. Availability, operational condition, and duration of need must be considered.

   g. Assess the need for and obtain telecommunications industry support as required.

   h. Prioritize the deployment of services based on available resources and critical needs.

   i. Coordinate communications support to all governmental, quasi-governmental, and volunteer agencies as required.

   j. Repair and restoration will be prioritized in the following list:

      – Murdock Rooftop Site

      – The Sheriff's Office Tower (Airport Road)

      – GTE Tower (Englewood Fire Station # 2, Grove City)

      – GTE Tower (Babcock area @ S.R. 70 east of S.R. 31)

      – Edgewater Tower (Edgewater @ Bayshore)

      Team One Communications Inc. and Motorola Communications Inc. will assist in the repair and restoration of communication resources.

      Telephone lines will be repaired in a priority set by Sprint/United Telephone and GTE Telephone Companies. All telephone lines for emergency services are atop their priority lists.

4. Mitigation

   ESF-2 provides feedback to the OEM and all supporting agencies and volunteer organizations concerning activities and issues that need to be addressed.

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E. Direction and Control

Direction and Control of ESF-2 is provided by the Director of Communications within the OEM. The Director of Communications and his designees will manage and control the operation of this ESF to include mission assignments, mutual aid, contracts for goods and services, and recovery and mitigation activities.

III. RESPONSIBILITIES

A. Office of Emergency Management

The Communications Officer will be the representative in charge of coordinating ESF-2 missions, to include coordination of staff for 24 hour operations.

B. Support Agencies

1. Charlotte County ESF-2 support agency representatives need to identify their organization's capability to provide communication equipment, materials, supplies, and personnel.

2. State agencies will provide the indicated support to the CCEOC only when the Charlotte County ESF-2 resources are exhausted. Communications assistance from the state can be requested through the CCEOC Operations Desk. The request will be analyzed and forwarded to the State of Florida ESF-2 desk as needed.

   According to the State of Florida CEMP (2000), the state **may** provide the following if requested:

   a. Department of Community Affairs

      The State Warning Point (SWP) at the Florida DEM provides 24-hour continuous contact with local, state, and federal agencies. The SWP also issues emergency and disaster watches and warnings as warranted.

   b. The Public Service Commission (PSC) will coordinate matters pertaining to statewide utilities by identifying and monitoring utility services.

   c. The Department of Military Affairs will provide available support as requested by the State of Florida.

   d. The Department of Agriculture and Consumer Services, through the Division of Forestry, maintains a statewide VHF high-band radio system configured as base/mobile simplex on a district basis. This system would provide the State of Florida with another critical resource for disaster communications.

   e. The Florida Department of Law Enforcement (FDLE) will also provide communication support and resources for the State of Florida.

C. Volunteer Agencies

1. The RACES/ARES element will provide two- way communications between the EOC and the following entities to meet operational necessities:

   a. Adjacent county EOCs

   b. Hospitals

   c. County airport

   d. At least one local radio station

   e. Other volunteer groups such as the Civil Air Patrol

   f. Field units supporting response forces and the general public (Shelters, feeding sites, distribution sites, staging areas, and DRCs)

IV. FINANCIAL MANAGEMENT

The OEM tracks all requests for communications requirements with an EOC Message Form. After each incident, the ESF- 2 logs are reviewed and all organizations from which goods and services were requested are contacted to ensure that the necessary orders were properly initiated and followed up with purchase orders.

ESF-7 Resource Support and the Charlotte County Budget Office will be relied on for guidance in this area. Documentation of financial costs incurred will be in concert with the State of Florida Disaster Assistance Reimbursement Documentation Information.

V. REFERENCES AND AUTHORITIES

1. Mutual Aid Agreement between the Charlotte County Board of County Commissioners and the City of Punta Gorda dated March 2, 1977.

2. Mutual Aid Agreement with Charlotte, Glades, Collier, Hendry, Lee, Sarasota, and DeSoto Counties dated April, 1995.

3. Mutual Aid agreements with the City of Punta Gorda Fire Department, Englewood Fire Control District, Bayshore Fire Department, and Boca Grande Fire Department.

4. Florida Statute Chapter 252.

5. Contract between Charlotte County Board of County Commissioners and Motorola Communications Inc., 1996

6. State of Florida Disaster Assistance Reimbursement Documentation Information Guide

7. Same as Basic Plan

Note: Each of these documents is located in the OEM library

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EMERGENCY SUPPORT FUNCTION 3: PUBLIC WORKS AND ENGINEERING

Lead Agency: Charlotte County Department of Maintenance and Operations, Division of Public Works

Support Agencies: Charlotte County Department of Engineering, Charlotte County Department of Transportation, Charlotte County Water and Sewer Utilities, Charlotte County Lighting District, Charlotte County Office of Emergency Management, Charlotte County Fire/Rescue, Charlotte County Department of Environmental Regulations, Charlotte County Public Health Unit, Charlotte Sanitation, Englewood Disposal

I. INTRODUCTION

A. Purpose

The purpose of ESF-3 is to define the role of public works and engineering departments in providing coordination of supplementary public works and engineering resources during emergencies and disasters through the EOC and prior to and after the emergency. This is required in order to assist the normal public works and engineering operations during emergencies and disasters.

B. Scope

1. The available or obtainable public works and engineering resources of each ESF-3 agency will be provided through ESF-3 of the EOC for:

    a. readiness phase: The Charlotte County EOC (CCEOC) is always at a readiness or awareness stage. OEM staff always monitor weather situations and incidents to determine if emergency action is needed.

    b. minor emergencies or disasters that require a Level III or II activation of the CCEOC and minimal local, state, and/or federal assistance.

    c. major emergencies or disasters that require a Level I activation of the CCEOC and a broad range of state and/or federal assistance; and

    d. catastrophic emergencies or disasters that require Level IV activation of the CCEOC and massive local, state, and federal assistance.

2. Agency available resources are the human, technical, equipment, facility, material, and supply resources available from within and agency.

3. Agency obtainable resources are those resources which are obtainable through agency contractors, vendors, suppliers, and agency related and known local, state, regional, or national government(s) and public or private organizations.

C. Policies

1. The public works and engineering resources of, or obtainable by, ESF-3 agencies will be used to assist in the:

    a. Emergency clearing of debris from the multi-modal transportation infrastructure;

    b. Emergency repair or closure of damaged segments of the multi-modal transportation infrastructure;

c. Emergency repair and restoration of damaged but potentially operational water, electrical, natural gas, sanitary sewage, and storm water collection, generating, and distribution systems;

d. Emergency demolition or stabilization of damaged public and private houses, buildings, and structures to facilitate search and rescue and/or the protection of public health/safety;

e. Development and initiation of emergency collection, sorting, and disposal routes and sites for the debris cleared from all public and private property;

f. Emergency survey and identification of the damage to transportation, water, electrical, natural gas, and sewage systems (in conjunction with local First-In-Teams [FITs]).

g. Emergency survey and identification of the damage to hazardous materials waste generation, distribution, collection, storage, and disposal sites (in conjunction with local FITs);

h. Prioritization and initiation of emergency, initial response, and short term recovery work taskings to restore, repair, and mitigate the impact of the public works and engineering needs listed immediately above in a. through g.

2. Debris on private property is the responsibility of the owner of the property as to removal and disposal. Employees of Charlotte County will not remove debris from private property except as may be essential to rescue operations or otherwise to counter an immediate threat to life. Private trash and waste haulers are expected to haul segregated yard waste and other debris from private property when it is properly sized and bundled. Debris on public right-of-way will be removed by employees of local government. Removal of storm debris by government employees from the public rights-of way may be limited to a specified period after the storm.

II. CONCEPT OF OPERATIONS

A. General

1. During an emergency or disaster, the Charlotte County Department of Maintenance and Operations will assign previously designated personnel to the ESF-3 duty schedule in the CCEOC.

a. Support agencies to ESF-3 will have previously designated personnel assigned to the duty schedule of other ESFs in the CCEOC or to the duty schedule of ESF-3 in the CCEOC.

b. Therefore, the ESF-3 team will be available in person and by telephone, facsimile, or pager. ESF-3 will also assess and respond to public works and engineering requests received by the CCEOC from the threatened and/or impacted area for preparedness, response, recovery, and mitigation/redevelopment activities.

2. ESF-3 will proactively assess and routinely develop action plans, for submission to ESF-5, to meet the short and long term public works and engineering needs of the threatened and/or impacted area.

3. ESF-3 will routinely prepare situation reports with ESF-5.

4. The public works and engineering resource requests will be met with the available or obtainable public works and engineering resources of one or more ESF-3 agencies, including the pubic works and engineering resources available through mutual aid agreements, compacts, the State of Florida, and FEMA.

5. Obstructions and/or damage to the public works infrastructure in the threatened and/or impacted area will be assessed and evaluated by the ESF-3 team in conjunction with the FIT and, as appropriate, tasked to ESF-3 agencies as emergency, initial response, and short term recovery restoration and repair work.

6. The post-disaster debris removal period and special rules pertaining to disaster debris removal will be stated in the initial or subsequent disaster declarations by the Charlotte County Board of County Commissioners.

7. Debris removal will be initially coordinated with damage assessment and rescue operations. An estimate of the cost of debris removal is an important part of the initial damage assessment that will be conducted to determine if a State or Federal disaster declaration is warranted. Photos of debris should be taken before removal of any debris in order to prove that debris was present and has been removed.

B. Organization

1. ESF-3 will act as a team.

2. The Charlotte County Department of Maintenance and Operations is the lead agency on the County level.

3. The Department of Maintenance and Operations, as the lead agency, must ensure that through coordinated annual planning activities all ESF-3 agencies:

   a. participate in the review and revision of this ESF-3 text; and

   b. attend and participate in ESF-3 meetings, training, conferences, and exercises.

4. Likewise, the Department of Maintenance and Operations must ensure that all ESF-3 agencies develop, test, and maintain manual or automated listings of:

   a. agency emergency points of contact that are, or may need to be contacted by agency representative(s) assigned to ESF-3;

   b. agency available public works and engineering resources (from within the agency) such as types of equipment and equipment operators; and

   c. points of contact for agency obtainable public works and engineering resources (from agency contractors, vendors, etc.) such as equipment and equipment operators.

5. The Department of Maintenance and Operations must also coordinate ESF-3 activities within the CCEOC during periods of activation by:

   a. developing and maintaining the ESF-3 duty schedule to ensure 24 hour staffing of all ESF-3 functions;

   b. coordinating the receipt, evaluation, and mission tasking of support requests from the threatened and/or impacted area; and

   c. ensuring that situation reports and action plans that are developed and submitted to ESF-5.

6. All ESF-3 supporting agencies, including the Department of Maintenance and Operations, must ensure that:

   a. their designated ESF-3 personnel have access to their agencies available and obtainable public works and engineering resource requests submitted to the CCEOC.

   b. the committed and uncommitted status of such resources is continuously tracked during an activation of the CCEOC.

7. As a team, all agency-designated ESF-3 personnel will participate in the evaluation and mission assignments of public works and engineering resource requests submitted to the CCEOC.

8. As a team, all agency designated ESF-3 personnel will support the development of situation reports and action plans for ESF-5 during activation of the EOC.

C. Notifications

1. The OEM will notify the county ESF-3 lead agency, the Department of Maintenance and Operations, when Charlotte County is threatened or has been impacted by an emergency or disaster event.

2. The Department of Operations-designated ESF-3 coordination personnel will report to the CCEOC if so advised or requested by the OEM.

3. As warranted by the scope of the impending or actual emergency or disaster, the Department of Maintenance and Operations coordinating personnel will notify the designated emergency operations personnel of one or more of the ESF-3 supporting agencies of the impending or actual event.

4. The designated emergency operations personnel of the ESF-3 supporting agencies notified will report to the CCEOC if so advised or requested by the Department of Maintenance and Operations ESF-3 coordinating personnel.

5. As required or deemed necessary by the notified ESF-3 supporting agencies, agency emergency operations personnel will notify their agency CCEOC and/or agency local, district, regional, and/or state emergency operations personnel of the impending or actual event.

6. The above notification process will be utilized if the impending or actual event requires any combination of preparedness, response, recovery, or mitigation/redevelopment activities.

D. Actions

A minor, major, or catastrophic emergency or disaster may require ESF-3 agencies to accomplish one or more preparedness, response, and recovery actions.

The following listing of such actions to be accomplished at the corresponding preparedness, response, or recovery phase that the CCEOC is activated:

1. Preparedness Actions

   a. Activate the "Notifications" sequence listed immediately above in paragraph C; C.

   b. Assign sufficient ESF-3 team members to the ESF-3 duty schedule to allow for shift changes during the period of anticipated CCEOC activation.

   c. Indentify procedures to ensure 24-hour staffing patterns for the restoration of infrastructure operations immediately following a disaster.

   d Identify the location of the offices that will be producing the CCEOC situation reports and action plans.

   e ESF-3 team members review and, as necessary, exercise this ESF and its duty assignments.

   f Evaluate and task the public works and engineering support requests for the threatened and/or impacted area.

   g Note matters that may be needed for inclusion in CCEOC briefings, CCEOC situation reports, and/or the ESF-3 action plans.

   h Ensure that on-duty ESF-3 team members log-in and log-out on the ESF-3 duty schedule and that team members, or their agencies, maintain other appropriate records of costs incurred during the event.

   i Evaluate the probability and time period of a response phase and/or recovery phase for the event.

   j Determine where field command offices (command posts) for ESF-3 will be established.

   k. Determine points where pre-deployment or pre-staging of equipment will take place prior to and after a storm. Determine which vehicles and equipment will be sent to the Avon Park Bombing Range should Charlotte County face a Category 3 or higher storm. (This is only a temporary holding site to be used only to keep critical vehicles and equipment protected from hurricanes or other events.

   l. Describe procedures for the restoration of critical public services and facilities including the supply of adequate potable water, restoration of water supply systems and the provision of water for firefighting.

   m. Describe the procedures for the demolition or stabilization of damaged structures and facilities designated as immediate hazards to public health and safety.

n. Describe the procedures which provide for the pre-positioning of resources when it becomes apparent that skilled construction worker, engineers, vehicles, equipments and construction materials will be necessary.

2. Response Actions

a. Evaluate and task the public works and engineering support requests for the threatened and/or impacted area.

b. Note matters that may be needed for inclusion in CCEOC briefings, CCEOC situation reports, and/or the ESF-3 action plans.

c. Generate CCEOC situation reports and ESF-3 action plans in a timely manner.

d. Ensure that sufficient ESF-3 team members are assigned to the ESF-3 duty schedule to allow for shift changes during the period of anticipated CCEOC activation.

e. Ensure that on-duty ESF-3 team members log-in and log-out on the ESF-3 duty schedule and that team members or their agencies maintain other appropriate records of costs incurred during the event.

f. Evaluate the probability and time period of a recovery phase for this event. If a recovery phase is probable, start pre-planning for recovery actions.

g. With the guidance of the Charlotte County Building Department, assist EMS or other agencies with the demolition or stabilization of structures which are a threat to immediate public safety.

3. Recovery Actions

a. Evaluate and task the public works and engineering support requests generated in the CCEOC for the impacted area.

b. Note matters that may be needed for inclusion in CCEOC briefings, CCEOC situation reports, and/or the ESF-3 action plans.

c. Participate, plan for, and establish priorities for the clearing, repair or reconstruction of damaged transportation routes including street, road , bridges, ports, waterways, airfields and other vital transportation facilities and ready the necessary notification systems to provide public works and engineering support for the establishment of staging areas, depots, and distribution sites, Disaster Field Offices (DFO), Disaster Recovery Centers, Joint Information Centers, and other local, state, and federal recovery facilities in the impacted area.

d. Anticipate, plan for, and ready the necessary notification systems to support the deployment of Strike Teams, mutual aid teams, and other local, state, and/or federal emergency work teams in the impacted areas.

e. Anticipate and plan for the arrival of and coordination with the State and Federal ESF-3 personnel when applicable.

f. Generate CCEOC situation reports and ESF-3 action plans in a timely manner.

g. Ensure that sufficient ESF-3 team members are assigned to the ESF-3 duty roster and that team members or their agencies maintain other appropriate records of costs incurred during the event.

h. Ensure that on-duty ESF-3 team member's log-in and log-out on the ESF-3 duty schedule and that team members or their agencies maintain other appropriate records of costs during the event.

i. Seek information concerning the projected date the CCEOC will deactivate.

4. Mitigation/Redevelopment Actions

a. Anticipate, plan for, and ready the necessary notification systems to provide public works and engineering professional technical and administrative support for mitigation and/or redevelopment activities that may begin before and be continued for months after the CCEOC deactivates.

b. Note matters that may be needed for inclusion in local, state, or federal briefings, situation reports, and action plans.

c. Evaluate the probability and time period of a mitigation and/or redevelopment phase for the event. If a mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, local, state, and/or federal officials.

E. Direction and Control

Any combination of the following is applicable to any natural of technological emergency or disaster event, in or out of Charlotte County, for which the CCEOC may be activated to coordinate the provision of county agency(ies) assistance or support:

1. Agencies' Emergency Operations Centers: Most ESF-3 agencies have an "internal" emergency response mission along with being a primary response agency for the CCEOC ESFs other than ESF-3. The Department of Maintenance and Operations will manage their missions as well as work with other local level agency EOCs to accomplish their missions.

2. Charlotte County Emergency Operations Center (CCEOC): The CCEOC receives and processes requests for ESF-3 assistance in the County and in other County ESFs.

3. Mutual Aid: The primary and support agencies for ESF-3 will provide agency personnel and/or equipment, or request the same, for any activation of the EOC in which such agencies are designated as a responding and/or requesting entity. Activation of mutual aid agreements or compacts is noted in the ESF-3 Response Actions above.

4. State Resources: Should ESF-3 see the need for resources not otherwise available to the county, the Charlotte County ESF-3 desk should initiate a request and send it to the Charlotte County Emergency Operations Center Operations

Desk to be analyzed. If warranted, this request will be forwarded to the State Emergency Response Team (SERT) liaison in the CCEOC (if available) or to the State ESF-3 desk.

5. Contracts and Contractors: The primary and support agencies for ESF-3 understand that a resource need may arise that can best be filled by contract or through a contractor with which one or more ESF-3 agencies has knowledge of, has in the past utilized, or is presently using.

6. Other Activities: ESF-3 agencies may participate in event related activities other than those listed above.

III. RESPONSIBILITIES

The following is the public works and engineering equipment, personnel, and facilities pool of all ESF-3 agencies from which certain and specific resources are referenced and assigned as the responsibility of each ESF-3 agency identified herein:

1. Trucks and/or trailers of various types, sizes, and combinations with drivers/operators;

2. Front end loaders, bulldozers, and excavators of various sizes and types, to include, rubber-tired and tracked, with operators;

3. Cranes, bucket trucks, and pole trucks of various types and sizes and types, with operators;

4. Heavy equipment transporters, trucks, trailers, vans, and vehicles, with drivers, to support the public works and engineering equipment, equipment support, and service vehicles, and personnel listed herein;

5. Electrical generators, welding machines, cutting torches and tanks, work lights, pumps with and without pipe and hose, and work boats and barges of various types and sizes;

6. Skilled and semi-skilled carpenters, low and high voltage electricians, masons, plumbers, pipe-fitters, welders, general construction personnel, and debris clearing personnel, with trade safety equipment, and hand and power tools;

7. Public works and civil engineering engineers, technicians, specialists, managers, and supervisors;

8. Mobile and non-mobile repair facilities, equipment, and personnel to be used for repairs to various types of public works and engineering equipment;

9. Parking and storage areas to be used for the staging, parking, and storage of various types of public works and engineering equipment; and

10. Mobile and non-mobile motor pool and service facilities, equipment, and personnel to be used for refueling and servicing various types of public works and engineering equipment.

A. The Charlotte County Department of Maintenance and Operations, Division of Public Works

1. The coordination of all ESF-3 administrative, management, planning, training, preparedness, response, and recovery activities.

2. Assigning Maintenance and Operations personnel to the ESF-3 duty schedule in the CCEOC.

3. Providing all available and obtainable public works and engineering resource support for the ESF-3 mission to include:

   a. Public works and engineering equipment listed under sentences 1 through 5 of paragraph A above.

   b. Public works and engineering personnel listed under sentences 6 and 7 of paragraph A above.

   c. Public works and engineering facilities listed under sentences 8 through 10 of paragraph A above; and

   d. Providing public works and engineering technical and specialty support and coordination.

B. Charlotte County Department of Environmental Regulations

1. Testing of public water for pollution (other than oil and fuel).

2. Providing all available and obtainable resources support as listed in 1 through 10 in paragraph A above.

C. Charlotte County Public Health Unit

1. Fielding debris removal requests that are a danger to public health.

2. Providing all available and obtainable resources as listed in 1 through 10 in paragraph A above.

D. Florida Marine Patrol - Ft. Myers (Only available once request has been sent through the EOC Operations Desk)**

1. Removing possible abandoned or derelict vessels.

2. Aiding search and rescue.

3. Providing all available and obtainable resources support as listed in 1 through 10 in paragraph A above.

E. Charlotte County Fire/Rescue

1. Issuing burning permits for burnable debris.

2. Providing all available and obtainable resources support as listed in 1 through 10 in paragraph A above.

F. Florida Department of Natural Resources (Only available once request has been forwarded through the EOC Operations Desk to the State)**

1. Obtaining and distributing a current list of marine salvagers.

2. Providing all available and obtainable resources support as listed in 1 through 10 in paragraph A above.

G. Florida Division of Emergency Management (Only available when requested through County EOC Operations Desk)**

1. Contacting the Army Corp. of Engineers and/or National Guard for debris removal efforts beyond local capability.

2. Providing available and obtainable resources as requested by Charlotte County as deemed necessary.

H. United States Coast Guard (Only available when requested through the CCEOC Operations Desk)**

1. Handling oil/fuel pollution in all waters

I. Other ESF-3 Support Agencies

1. Providing all available and obtainable resources support as listed in 1 through 10 in paragraph A above.

IV. FINANCIAL MANAGEMENT

A. Documentation of Incurred Costs

1. Each ESF-3 agency will utilize a financial management process to be determined by the Charlotte County Budget Office and the Charlotte County Purchasing Department. This financial management process will include the capture and documentation of costs incurred during the preparedness, response, and recovery stages of the event. This process will be done in concert with the State of Florida Disaster Assistance Reimbursement Documentation Information.

V. REFERENCES AND AUTHORITIES

1. Same as Basic Plan

2. HUD Publication 3500.5 - Financial Assistance

3. Chapter 16N. 16.23(17) - Florida Administrative Code (Salvage Bids)

4. Chapter 376.15 Florida Statutes (Derelict Vessels; removal from public waterways)

5. State of Florida Disaster Assistance Reimbursement Documentation Information Guide

** All of these documents are located in the Charlotte County Office of Emergency Management library

EMERGENCY SUPPORT FUNCTION 4: FIREFIGHTING

Lead Agency: Charlotte County Fire/Emergency Medical Service (EMS)

Support Agencies: Englewood Fire Control District, City of Punta Gorda Fire Department, Charlotte County Airport Authority, Boca Grande Fire Department, North Port Fire Department, Bayshore Fire District, Florida Fire Chief's Association

I. INTRODUCTION

The purpose of Emergency Support Function 4 (ESF-4) is to provide support to local city and county governments, and to describe the use of local resources to detect and suppress urban, rural, and wildland fires resulting from, or occurring coincidentally with a significant disaster condition or incident.

II. CONCEPT OF OPERATIONS

A. General

1. Firefighting involves managing and coordinating firefighting support in Charlotte County as well as in surrounding jurisdictions with which Charlotte County has mutual aid agreements (MAA). This includes the detection and suppression of fires, and mobilizing and providing personnel, equipment, and supplies for primary and support activities.

2. It is the policy of the State of Florida to assist local governments in the suppression of fires through the resources of the Department of Insurance with the State Fire Marshal's Office, the Department of Agriculture and Consumer Services (DACS), Division of Forestry (DOF), and the Florida Fire Chief's Association. Should the scope of the fire hazard warrant, the Governor may request federal assistance to supplement state and local resources.

3. Federal fire suppression assistance, when requested by the Governor, may be authorized when the Federal Emergency Management Agency (FEMA) Administrator determines that a fire or fires threaten massive destruction, as would constitute a major disaster. In such an incident, FEMA may authorize assistance including grants, equipment, supplies, and personnel for the suppression of any fire on publicly or privately owned forest or grassland.

B. Organization

1. The EMS is the primary agency for ESF-4. Supporting the EMS will be a representative from surrounding fire districts, and the Florida DACS, DOF, during wildland fires resulting from or occurring simultaneously with a significant disaster condition or incident. ESF-4 representatives will be present in the Charlotte County Emergency Operations Center (CCEOC) on a 24-hour basis.

2. Identify by title or position, the person designated as the county coordinator in the Statewide Fire-Rescue Disaster Response Plan.

3. Identify by title or position of the individual(s) with responsibility and authority to request mutual aid resources.

4. Identify the position responsible for maintaining and updating an inventory of personnel, vehicles and equipment in the county that will be available for firefighting activities.

5. Identify any planning assumptions that were considered in the development of the firefighting function (i.e., capability limitations, resource shortfalls, use of mutual aid/outside resources and personnel etc.).

6. Describe the required coordination activities with the Florida Fire Chief's Association and the DOF to obtain firefighting support.

7. Identify the procedures which are established for firefighting activities.

8. Describe procedures for requesting, reimbursing and demobilizing mutual aid firefighting resources.

9. Provide the reference location of an inventory of vehicles and equipment that will be available for firefighting activities, including the last date of revision.

10. All fire suppression operations will be done in accordance with the Charlotte County Fire and EMS Standard Operating Guidelines (SOGs) http://floridadisaster.org/internet_library.htm . A copy of this document is located in the Charlotte County Office of Emergency Management (OEM) library.

11. The DACS, DOF, will coordinate all matters related to the State Fire Suppression Plan.

12. Federal Assistance received will be managed at the state level by the Director, DACS, DOF, in cooperation with the Director, Florida Division of Emergency Management (Florida DEM).

13. Firefighting units operating outside of their primary jurisdiction will use the Incident Command System (ICS).

C. Notification

1. When notified by the OEM of the potential for an actual incident, the emergency contact person for the EMS will notify all other ESF-4 members by telephone, pagers, or through other established communications resources.

2. All support agency contact persons for ESF-4 will be instructed to alert their contacts throughout the county to ensure that all available resources are on standby.

3. Resource inventories will be confirmed for possible use.

D. Actions

1. Preparedness:

    a. Coordinate planning and mobilizing the ESF-4 resources, including primary and support agencies.

    b. Train personnel on disaster operations and other firefighting techniques as warranted.

    c. Participate in agency and countywide training, exercises (tabletops to full-scale), and department-related emergency management meetings.

2. Response:

    a. Provide and coordinate local personnel and equipment resources for ESF-4 and its fire suppression missions.

    b. Describe the major activities to be performed during typical fire response operations (i.e., mobilization of equipment and personnel, evacuations, press releases, mutual aid activities etc.).

    c. Describe how fire suppression missions will be prioritized.

    d. Describe how on-scene operations will coordinate with the CCEOC.

    e. Describe how activities will be coordinated with the State of Florida ESF-4.

    f. Coordinate with ESF-1 (Transportation) to provide transportation for firefighting personnel and others as can be permitted and managed.

    g. Provide after action reports (AARs) as required by SOPs.

3. Recovery:

    a. If different, identify the lead and support agencies for firefighting during the recovery phase of an emergency.

    b. Define the duties and responsibilities of the lead and each support agency during recovery, if different.

    c. Describe the activities to be performed during recovery operations.

    d. Upon request, ESF-4 will provide firefighting personnel and equipment resources for recovery efforts.

III. RESPONSIBILITIES

A. Primary Agency

EMS is the primary agency for ESF-4. As the primary agency, they will coordinate with support agencies in directing the firefighting resources and response activities.

B. Support Agencies

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1. Englewood Fire District, City of Punta Gorda Fire Department, Charlotte County Airport Authority, Boca Grande Fire Department, North Port Fire Department, and Bayshore Fire District will provide available personnel and equipment resources as requested from the ESF-4 primary agency. MAAs have been signed by all of these departments.

IV. FINANCIAL MANAGEMENT

All disaster respondents, city/county or otherwise, who assist due to request from ESF-4, must submit their preliminary reimbursement requests to the proper authorities. Reimbursement requests from the State of Florida and FEMA should be submitted in accordance with the State of Florida Disaster Assistance Documentation Information Guidebook. The final request should include the following:

A. Salaries

For ALL employees, provide:

1. a work schedule for all employees.
2. the hours and times they worked.
3. their pay rate (separate regular hours from overtime hours).

B. Travel

Provide copies of any travel vouchers paid during disaster response.

C. Equipment

Provide a detailed description of the firefighting equipment used for assistance. Detail the type and size, pump size and horsepower, where the equipment was used, number of hours per piece, per day, and type of work each piece performed in accordance with NIMS typing criteria.

V. REFERENCES AND AUTHORITIES

Same as Basic Plan

Disaster Assistance Handbook HUD Publication 3300.9

State of Florida Disaster Assistance Reimbursement Documentation Information Guidebook

EMERGENCY SUPPORT FUNCTION 5: INFORMATION AND PLANNING

Lead Agency: Charlotte County Office of Emergency Management (OEM)

Support Agencies: Charlotte County Geographic Information Systems (CCGIS), Charlotte County Community Development (Planning), Charlotte Division of Public Works, Charlotte County Administration, Charlotte County Communications and Marketing Department

I. INTRODUCTION

The purpose of Emergency Support Function 5 (ESF-5) is to compile, analyze and coordinate the overall information and planning activities in the Charlotte County Emergency Operations Center (CCEOC).

II. CONCEPT OF OPERATIONS

A. General

ESF-5 collects, processes, and disseminates information to be used in the response and recovery phases of a disaster. This information will be forwarded to the proper authorities within each ESF. ESF-5 also consolidates key information into situation and technical data reports, along with documenting overall response activities and operations.

ESF-5 will coordinate with the State of Florida Division of Emergency Management (Florida DEM) and the Federal Emergency Management Agency (FEMA) to obtain and share all available information about the disaster, including the state and federal agencies' involvement with the incident. This information will be incorporated into the situation reports (SITREPS).

B. Organization

ESF-5 is staffed by OEM staff and other county administrative officials. These are two distinct roles and should be staffed separately. The Information Officer role is staffed by Communications and Marketing Department. The Planning Chief role will be staffed by OEM staff.

Both of these positions report to the OEM Incident Commander (EMD) and Command Staff. Other key staff involved in ESF-5 are: the Situation Unit Leader; Public Information Officer Resource Unit Leader; and Documentation Unit Leader.

C. Notification

1. In the event of an emergency or disaster, the EMD will notify OEM staff the Communications and Marketing Department and Planning Chief.

2. The Planning Chief will notify ESF-5 staff and work with the Operations Chief and Emergency Manager to establish a 24-hour duty roster.

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3. The Planning Chief will identify any planning assumptions that were considered in the development of the information and planning function (i.e., capability limitations, resource shortfalls, use of mutual aid/outside resource, personnel etc.

D. Actions

1. Preparedness:

   a. Maintain a trained staff that is qualified to fulfill all tasks associated with ESF-5 operations. This capability is expected to be done on a 24-hour/7 day per week basis for the duration of the emergency and CCEOC activation.

   b. Maintain and update needed computer data and programs, maps, critical facility information, evacuation studies, demographics, and critical county data (e.g., shelter capacity, evacuation routes, etc.).

   c. Periodically review and update procedures, forms, and proper applications of information/data.

2. Response:

   a. Establish contact with local, state, and federal government officials as needed.

   b. Describe specific activities to be performed during response operations (i.e., status briefings, data collection, action planning, mission tracking, conference calls, updating status boards, etc.).

   c. Describe how information/data acquisition and dissemination will be coordinated and reported, and how missions will be tracked with the SEOC.

   d. Establish a duty roster and phone lists, set up status boards, obtain data/damage assessment studies, and electronic files. Provide staff for CCEOC positions as needed.

   e. Anticipate types of response information that local, state and federal agencies will require.

   f. Coordinate with key personnel in the field and facilitate conference calls.

   g. Provide information in support of ESFs, with local governments within Charlotte County plus state and federal government agencies/organizations.

   h. Develop group action plans for the next 24-hour period.

   i. Share information processing capabilities with the state and federal governments.

   j. Describe the procedures for information flow within the EOC (diagrams are helpful).

   k. Describe procedures for the consolidation of key information into reports that are provided to local response agencies and the SEOC.

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l. Describe the method used to provide reports, briefings and updates to all local response agencies.

m. Describe the procedures used for the coordination of information with the SEOC.

n. Describe the method utilized in the CCEOC for displaying charts/maps, emergency status, etc.

o. Describe procedures for requesting assistance and resources, and how the status will be tracked.

p. Identify personnel and resources to meet extended staffing patterns.

3. Recoveryl:

a. If different, identify the lead and support agencies for information and planning during the recovery phase of an emergency.

b. Define duties and responsibilities of the lead and each support agency during recovery, if different.

c. Collect and process information concerning planned recovery activities while the response phase of the disaster is occurring.

d. Develop action plans to identify projected resource requirements and other operations/programs.

e. Anticipate the types of specific response information that the ESFs may require.

f. Coordinate with key personnel in the field and facilitate conference calls.

g. Provide information in support of ESF agencies, local governments, federal agencies, and voluntary organizations.

h. Develop group action plans for the next 24-hour periods.

i. Share information processing capabilities with the state and federal governments.

4. Mitigation - Provide assistance as requested.

E. Direction and Control

1. Policies:

a. Collect, process, and disseminate essential information for use in the response and recovery phases of an emergency situation.

b. Consolidate key information into reports and other materials; describe and document overall response activities, and keep appropriate authorities informed of the status of the overall event operations.

c. Maintain displays of key information such as maps, charts, and status boards in the CCEOC, and electronic data, as available.

d. Establish a pattern of information flow to support the action planning process initiated by the ESF's leadership. See the CCEOC SOP for information on the Message Control Center and how information will be tracked. This document is located in the OEM library.

2. Decision Making Authority

a. The ESF-5 leader has the authority to assign personnel, allocate resources, and expend funds to meet the responsibilities outlines for ESF-5 or to complete missions assigned to ESF-5 by the proper authorities.

b. The ESF-5 Planning Chief and Information Officer will assign and manage the information and planning support staff for ESF-5 while operating in the EOC.

3. Coordination

a. All actions taken by ESF-5 will be guided by and coordinated with the OEM, the Communications and Marketing Department, and other officials, as decided by the ESF-5 leadership.

b. As operational activities expand outside of the CCEOC (i.e., staging areas, etc.) information will be reported to ESF-5.

c. Simultaneous coordination of vital information and protective actions will be accomplished by conference calls, Email, facsimiles/FAX, and the Emergency Satellite Communications System (ESATCOM).

III. RESPONSIBILITIES

A. Primary Agency

OEM will act as the primary agency, working with the Charlotte County Board of County Commissioners.

1. Collect, process, report, and display essential information; coordinate resources; and facilitate support for planning efforts in the CCEOC during activation.

2. Synthesize and analyze findings into short-term and strategic plans for consideration by other ESFs.

3. Distribute plans and reports to county agencies, state and federal government representatives, and volunteer agencies.

4. Ensure 24-hour operations and staffing of ESF-5.

B. Support Agencies

1. Geographic Information Services (GIS)

a. Provide ESF-5 with maps, mapping equipment, processes, projection analysis information, and personnel when requested.

2. Public Works

a. Provide ESF-5 with underground utility maps, traffic flow diagrams, barriers and equipment resources as requested.

V. FINANCIAL MANAGEMENT

A. Documentation of Expenditures

1. The Charlotte County Purchasing Department, or designated representative, will coordinate approval of all expenditures by ESF-5 with the Charlotte County Board of County Commissioners, or the designated representatives.

2. Staff will sign in and out on the National Incident Management System (NIMS) ICS-211 form. The Documentation Unit will maintain employee time information to reflect hours worked.

3. The Administration and Finance Section will collect and analyze all costs incurred and will utilize the process prescribed by the Charlotte County Budget Office. These processes will be in concert with the State of Florida Disaster Assistance Reimbursement Documentation Information Guide.

V. REFERENCES AND AUTHORITIES

Same as Basic Plan

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EMERGENCY SUPPORT FUNCTION 6: MASS CARE

Lead Agency: Charlotte County Chapter - American Red Cross (ARC)

Support Agencies: Charlotte County Human Services Department, Charlotte County Office of Emergency Management (OEM), Charlotte County Department of Information and Referral, Charlotte County School District, Charlotte County Transit, Charlotte County Department of Health, Disaster Response of United Methodists, Charlotte County Ministerial Association, Jewish Center, the Salvation Army, Charlotte County Chamber of Commerce, Health Plus, Meals on Wheels, Presbyterians of SW Florida, Florida Baptist Convention

I. INTRODUCTION

The purpose of Emergency Support Function 6 (ESF-6) is to coordinate activities for initiating emergency arrangements for temporary shelters, emergency mass feeding, and the bulk distribution of relief supplies for disaster victims and disaster workers.

II. CONCEPT OF OPERATIONS

A. General

1. ESF-6 has a broad scope of responsibilities including:

   a. Making Mass Care services available to disaster victims, before, during and after an emergency, including shelter, feeding and food supplies, clothing, blankets, money and transportation to shelters.

   b. Establishing interoperable plans with the local chapter of the ARC which would have overall responsibility for mass care.

   c. Identifying those agencies and volunteer groups which will provide support to mass care operations.

   d. Identifying the duties and responsibilities of the lead and support agencies.

   e. Describing how missions/assignments and resources will be coordinated between lead and support agencies.

   f. Identifying organizations with assigned responsibility for registration, staffing, feeding, medical care and other logistical activities involved in shelter operations.

   g. Identifying by title or position the county person responsible for maintaining a list of resources available from local agencies their address and after hours point of contact.

h. Identifying any planning assumptions that were considered in the development of the mass care function (i.e., capability limitations, resource limitations, etc.).

i. Describing coordination with other emergency support functions, agencies and volunteer organizations.

j. Ensuring the coordination of sheltering activities during the mitigation, preparedness, response, and recovery phases of an emergency or disaster.

Sheltering will be available for both in and out-of-county evacuees until all available shelters are filled to capacity. Once the shelters are filled, the evacuees will be advised of other shelters in other counties which are opened and may have space available.

k. Ensuring the coordination, establishment, and operation of mass feeding in the impacted areas. This includes mobile feeding stations, fixed feeding sites, and comfort stations.

B. Organization

1. The Chairman of the Charlotte County Board of County Commissioners will determine the need for opening the County Disaster Recovery Centers (CDRCs). The Charlotte County Emergency Management Director, acting with Commission's authority, will direct the activation of the center(s) and report their status when they become operational. The center(s) will remain operational as long as necessary. Closing the center(s) will be by order of the Chairman of the Charlotte County Board of County Commissioners, after consultation with the Charlotte County Emergency Management Director.

2. Support agencies will coordinate with the lead agency. Each agency represented will become functional in its response using its own operating procedures.

3. Support agencies will develop specific and concise agency plans that support their ESF assignments.

C. Notification

As a core ESF-6, Mass Care is one of the first to be notified and activated as a result of a threat, or in response, to an emergency or disaster.

1. Upon notification or realization of the impending threat of an emergency or disaster, OEM will notify the lead agency Charlotte County Emergency Operations Center (CCEOC) representative or designee. The CCEOC representative will notify the appropriate support agencies as necessary.

2. Lead and support agencies will provide sufficient personnel to staff ESF-6, 24 hours a day, 7 days a week, as needed. Staff will consist of persons qualified and authorized to facilitate decisions for the agency they represent.

D. Actions

1. Preparedness

a. The lead agency will prepare for disaster exercises by coordinating with support agencies for their participation in exercises.

b. ESF-6 agencies will work with the Charlotte County and City of Punta Gorda governments, volunteer service delivery units, the Charlotte County School Board, and other applicable agencies, in activities related to surveying the feasibility and suitability of facilities to be used as shelters. ARC documents 3031 and 4496 shall be used as guidelines.

c. ESF-6 will support ESF-8 (Health and Medical Services) in acquiring and regularly updating lists of planned special needs shelters or other specialized needs units within and outside of Charlotte County.

d. Maintain roster of the ESF-6 primary contact personnel.

e. Ensure that an up-to-date shelter list is available.

f. Ensure that an up-to-date comfort station resource list is available.

g. ESF-6 will have, acquire, and regularly update a list of all agencies (public and private) who have the mission and capability to provide mass feeding in times of disaster.

2. Response

a. The activities to be performed during response operations are: evacuations; public information press releases; shelters; feeding areas; comfort stations; medical assistance; equipment (supply vehicles, food storage, lighting); and security needs, etc.

b. Identify the system to ensure that food and water are provided to the most critical areas of need first and how that critical need is determined.

c. The information concerning mass care activities (i.e., opening shelters, evacuees care and management, special needs population data, meal counts, needs assessment information etc.) will be provided to ESF-6 staff, to those who require accurate information for response planning.

d. Describe risk sheltering activities (i.e., prisoners, mental health and hospital evacuees and other ‘high’ risk populations.

e. Describe host-sheltering activities.

f. Lead and support agencies will establish and maintain appropriate agency staff notification lists for activating response activities.

g. ESF-6 will coordinate with ESF-5 (Information and Planning) and ESF-11 (Food and Water) regarding mass feeding sites established by the ARC, Salvation Army, Southern Baptist Convention, and other volunteer agencies. These agencies will also coordinate to make the congregate feeding locations primary outlets for food, water, and ice.

h. Shelters will be opened and closed in accordance with public need as assessed by the ARC and the OEM.

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i. ESF-6 staff will continuously monitor shelter occupancy levels and ongoing victims' needs, and will provide the CCEOC with a daily listing of "open" shelters.

j. The State of Florida has adopted the ARC 3013 document as the model shelter guide. All shelters will be managed in accordance with these guidelines.

k. A Special Needs shelter, specifically for those on the OEM's Special Needs registry, will be established in addition to general population shelters.

l. ESF-6 will work with the Charlotte County and the City of Punta Gorda governments, volunteer service delivery units, the Charlotte County School Board, and applicable state and federal agencies in activities related to surveying the suitability of facilities as shelters before and following a disaster.

m. ESF-6 will verify and update lists of available shelters quarterly.

n. In the operational phase, ESF-6 will support ESF-8 in compiling lists of special needs shelters in and out of Charlotte County.

o. ESF-6 will coordinate with ESF-8 to ensure that people needing a level of medical care higher than standard first aid will be accommodated as best possible.

p. ESF-6 will coordinate with ESF-8 for the acquisition of medical services and mental health services in shelters needing assistance.

q. ESF-6 will coordinate with ESF-8 officials to help ensure that a sufficient number of qualified first aid personnel are stationed at each mass care site.

r. ESF-6 will coordinate with ESF-2 (Communications) to ensure that each shelter has a working communications system, has direct contact with the CCEOC and the managing agency. This may include radio, telephone, cellular telephone, and/or FAX/facsimile.

s. ESF-6 will coordinate with ESF-12 (Energy) for priority service restoration to mass care sites and for the acquisition of supplemental power sources.

t. ESF-6 will coordinate with ESF-16 (Law Enforcement) regarding security resources needed at mass care sites.

3. Recovery

a. If different, identify the lead and support agencies for mass care during recovery.

b. Define the duties and responsibilities of the lead and each support agency during recovery, if different.

c. Describe the activities to be performed during recovery operations.

d. List by title or position, who will serve as staff to the DRCs.

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e ESF-6 will coordinate with ESF- 5 and ESF-11 to establish mass feeding centers operated by the ARC, Salvation Army, Southern Baptist Convention, and other volunteer agencies.

f. The first mass feeding activity priority will be providing food for disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites or staging area facilities.

g. ESF-6 will coordinate mass feeding locations to ensure optimal service based upon emergency needs.

h. ESF-6 will ensure that ESF-3 (Public Works and Engineering) and ESF-8 coordinate providing sanitation facilities, facility inspections, and garbage removal from mass feeding sites.

i. ESF-6 will coordinate with the ARC, and ESF-11 to provide food and water to mass feeding sites. This will include acquiring food, through proper procedures, from the USDA, public and private donations, and private vendors. Liaison will be established with ESF-11 and ESF-15 (Volunteers and Donations) to ensure continued mass feeding coordination.

j. ESF-6 will assist the OEM, local ARC service delivery units, Salvation Army Units, DHRS, and Department of Elder Affairs in identifying population locations.

k. ESF-11 will coordinate the storage and distribution of food for mass feeding sites identified and coordinated by ESF-6.

4. Mitigation

a. ESF-6 agencies will participate in shelter deficit reduction strategies/activities and shelter demand studies.

b. ESF-6 will work with the Florida Volunteer Organizations Active in Disasters (VOAD), through the Florida DEM, on coordinated education programs to reduce shelter demand.

c. ESF-6 agencies will work with their clients to encourage individual responsibility through preparedness.

NOTE: Additional details and information on the duties of the ARC and ESF-6 (Mass Care) can be found in the ARC Standard Operating Procedure (SOP). The SOP is not included as an annex to this document due to its size. However, it can be found, and is readily available, in the OEM's internal library. The document reference number is # 115.

E. Direction and Control

1. ESF-6 will be organized in a manner which ensures rapid response to the mass care needs of people affected by a disaster. Each ESF-6 agency will coordinate their operational plans with the ESF-6 primary agency. When activated, ESF-6 will operate under these plans and financially support their own activities.

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a. ESF-6 coordination will include:

- Preventing the duplication of acquired mass care goods and services, whenever possible.
- Assisting volunteers with technical advice and logistical support through other ESFs.
- Coordinating the delivery of mass care goods and services.
- Determining which areas are most impacted and coordinating efforts to make these priority areas for ESF-6 services. This can be representatives of the ARC on the Charlotte County First-In-Teams (FITs).

b. ESF-6, through its lead and support agencies, will maintain a listing of all agencies providing mass care in the disaster-affected area.

2. ESF-6 will focus on sheltering and mass feeding activities, including volunteer agencies/organizations.

3. Each agency assigned to ESF-6 will assist in staffing the CCEOC, as required. When necessary, agency personnel will liaise between the SEOC and their operational headquarters.

4. ESF-6 will coordinate with ESF-15 regarding the use and coordination of ad hoc voluntary agencies who spontaneously engage in providing mass care.

5. Agencies providing Mass Care

a. ARC chapters will open shelters and establish mobile and fixed feeding sites. First aid and counseling will be available at mass care sites.

b. Salvation Army Units will establish mobile and fixed feeding sites. They are the primary agency for managing comfort stations. They will assist in the distribution of relief supplies, provide crisis counseling, and supplement shelters where needed.

c. Adventist Community Services may assist in feeding. They may also support shelter operations through agreement with the ARC.

d. Florida Baptist Convention may work with the ARC in establishing fixed feeding sites and supplying mobile feeding units with their kitchens. They may also support shelter operations through formal agreement with the ARC.

III. RESPONSIBILITIES

A. **Primary Agency** - ARC

Ensure the presence of sufficient resources and personnel in the CCEOC. These resources include:

1. Listing of shelter locations within and outside of Charlotte County.

2. Listing of location of all operating mass feeding sites and major feeding routes.

3. Provide information to family or friends regarding evacuees location and methods of contact.

4. Provide contact sources of information to family and friends regarding missing or known deceased victims.

B. Support Agencies

1. Charlotte County Human Services Department

   a. Ensure that Department resources are available to assist with the evacuation of persons with disabilities to emergency shelters.

   b. Cooperate with the OEM in identifying persons with disabilities in Charlotte County who may want to volunteer to be listed for emergency evacuation assistance.

2. OEM

   a. Identify and maintain a listing of shelters which may be available in Charlotte County following a disaster.

   b. Maintain a registry of persons with special needs in Charlotte County who need to have transportation provided to them in case an emergency evacuation is ordered. Confirm and update registry on a monthly basis.

3. Charlotte County Joint Information Center (JIC)

   a. Assist in dispensing necessary information as requested by the primary ESF-6 agency.

4. Charlotte County School District

   a. Provide busses and vans and personnel to assist in the evacuation of persons with disabilities in Charlotte County.

   b. Provide site-specific information for schools which have been chosen for shelter locations.

5. Charlotte County Transit

   a. Provide busses and vans and personnel to assist in the evacuation of persons with disabilities in Charlotte County.

6. Charlotte County Department of Health

   a. Provide inspectors to inspect mass feeding sites and food distribution centers.

7. The Salvation Army

   a. Support ESF-6 with information regarding Salvation Army services in the impacted area.

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b. Provide staff to ESF-6 in the CCEOC, as needed.

c. Supply lists of staff, facilities, mass feeding sites, and canteen sites and routes to ESF-6.

8. Other support agencies

a. Provide personnel, equipment, and facilities to handle sheltering, donations, and feeding through their individual agencies, as needed.

9. If county resources have been exhausted, a request from ESF-6 may be sent to the CCEOC Operations Desk. The request will then be analyzed and, if warranted, forwarded to the State Emergency Response Team (SERT) representative in the CCEOC (if present) or to the State of Florida ESF-5 Desk.

According the State of Florida CEMP, state agencies **may** provide the following assistance when requested:

10. Florida Department of Health and Florida Department of Family and Children (Formerly HRS)

a. Assist, through ESF-8 on the state and local levels, in locating health and welfare workers to support personnel assigned to mass care facilities.

b. Provide technical assistance for shelter, feeding, and warehouse operations related to food, water supply, and waste disposal.

c. Assist in providing medical and first aid supplies for shelters and first aid stations.

d. Support sheltering and feeding activities with non-medical, non-essential, employees when requested by ESF-6.

11. Florida Department of Military Affairs

When requested by the state through the CCEOC:

a. Support ESF-6 by providing personnel and equipment to help accomplish its Mass Care responsibilities within the following parameters:

– The required support is within the assigned and allowable mission capabilities of the Florida National Guard (FLNG).

– The required capabilities are able to be provided when and where needed.

– All other state, local, and private assets have been exhausted.

IV. FINANCIAL MANAGEMENT

ESF-5 will keep records of all costs incurred during an event. Financial management will be done through a system prescribed by the Charlotte County Budget Office and the ARC. This system will be done in concert with the State of Florida Disaster Assistance Reimbursement Documentation Information Guide. The expenses to be documented include labor, travel, maintenance, meals, etc.

V. REFERENCES AND AUTHORITIES

Florida Statute 252

American Red Cross Document ARC 3013

American Red Cross Standard Operating Procedure

State of Florida Disaster Assistance Reimbursement Documentation Information Guide

Same as Basic Plan

Note: Each of these documents can be found in the OEM library.

EMERGENCY SUPPORT FUNCTION 7: RESOURCE SUPPORT

Lead Agency: Charlotte County Department of Purchasing

Support Agencies: Charlotte County Board of County Commissioners, Charlotte County Facilities Management, Charlotte County Office of Emergency Management (OEM), Charlotte County Sheriff's Office (CCSO), Charlotte County Public Works

I. INTRODUCTION

The purpose of Emergency Support Function 7 (ESF-7) is to provide logistical and resource support to local entities involved in delivering emergency response efforts for the Charlotte County Emergency Operations Center (CCEOC) during disasters and large emergencies.

Members of ESF-7 are responsible for providing direct and active support to emergency response and recovery efforts during the initial response phase following a disaster. This support includes locating, acquiring, and issuing resources such as supplies, office space, office equipment, fuel, contracting services, personnel, heavy equipment, generators, and transportation of such in coordination with ESF-1.

II. CONCEPT OF OPERATIONS

A. General

Charlotte County Department of Purchasing (Charlotte County Purchasing), the Lead Agency for ESF-7, is responsible for planning, coordinating, and managing resource support needed in ESF-7. County-wide capabilities and resources committed to ESF-7 will be allocated and coordinated by Charlotte County Purchasing. Existing support agencies' resources and local sources outside of the impacted area will be the primary source of equipment, supplies, and personnel. Resources which cannot be provided from these sources will be obtained through commercial sources.

Charlotte County Purchasing will notify and task ESF-7 support agencies to provide 24-hour representation as necessary. Each support agency is responsible for insuring that sufficient program staff is available to report to CCEOC and support ESF-7 when tasked. Individuals representing their agency in ESF-7 will have extensive knowledge of the resources and capabilities of their respective agency and will have access to the appropriate authority and the ability to commit such resources during activation.

B. Organization

1. ESF-7 will operate under the direction of the Charlotte County Purchasing's Emergency Coordinating Officer as their Agency Representative.

2. ESF-7 will continue to operate through the emergency situation, either in the CCEOC or another location designated by Charlotte County Purchasing's Agency Representative.

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3. ESF-7 takes action if another ESF requires assistance in acquiring needed items. If the CCEOC or another ESF does not have a source for an item, they must come to ESF-7 with a request for support. This will be done using established EOC Message Control procedures. ESF-7 finds a source for needed items, gives the name of the contact person, price, and schedule in which the item(s) will be available at an established location. If resources are not available, the resource request is forwarded to the CCEOC Operations Desk for analysis and forwarding to the State of Florida Division of Emergency Management. (Florida DEM)

4. The Charlotte County Purchasing has established an Emergency Assistance Form (reference the CCEOC SOP located in the OEM library). These forms are maintained in a resource box and transported with the Charlotte County Purchasing Agency Representative working in the CCEOC. Charlotte County Purchasing also maintains a Vendor's List Database of all of these vendors under a category of A911 for cross reference when computers are accessible. The Charlotte County Purchasing Agency Representative has a manual process for contacting vendors through a hard copy of the database listing kept in the portable box).

5. Should the need arise, the ESF-7 representatives will coordinate with ESF-14 (Public Information) and ESF-15 (Volunteers and Donations) to provide information to volunteers, donators, and vendors who may provide supplemental resources.

C. Notification

1. The OEM will notify the ESF-7 Lead Agency representatives and/or agency head of a pending or actual activation of the CCEOC.

2. Charlotte County Purchasing will be responsible for notifying support agency representatives as needed.

3. Upon notification, Charlotte County Purchasing's Agency Representative will alert designated support agencies and report to the CCEOC. ESF support operations will be coordinated through Charlotte County Purchasing in the CCEOC and/or location designated by the ESF-7 lead representative. Each ESF will be responsible for keeping records of its own resources and requesting additional resources if needed and if available through ESF-7 and the CCEOC Operations Desk

4. The Agency Representative will maintain liaison for resource support with other ESFs and interested parties.

D. Actions

1. Preparedness:

   a. Charlotte County Purchasing will place personnel on standby or direct them to ESF-7 staging areas upon activation of the CCEOC.

   b. Determine staging resources near the potentially affected areas, but out of harms way.

   c. Identify and assess resources available for emergency support.

d. Prepare inventories of resources including, but not limited to, pre-arranged staging areas, government buildings, public facilities, and agency contacts will be reviewed frequently (at least annually) by Facilities Management. This also includes maintaining a list of other vendors and volunteer groups (through ESF-15 [Volunteers and Donations]) that may supplement local resources.

2. Response:

a. ESF-7 may request that support agencies direct and deploy personnel and other resources.

b. ESF-7 will lease buildings for staging area warehouses or to replace damaged or destroyed facilities through existing inter-local agreements with the Charlotte County School Board, the City of Punta Gorda, and the Charlotte County Development Authority.

c. ESF-7 will acquire communication resources in coordination with ESF-2 (Communications).

d. ESF-7 will provide transportation needs in coordination with ESF-1 (Transportation).

e. Charlotte County Purchasing will facilitate, coordinate and manage contractual services between the County and outside commercial agencies.

f. ESF-7 will obtain office furniture, equipment, and supplies from existing inventories.

g. ESF-7 will coordinate food and water provisions in cooperation with ESF-11 (Food and Water).

h. ESF-7 will obtain security for staging areas from ESF-16 (Law Enforcement).

i. Each ESF shall provide for tracking of its own resources and personnel in order to avoid the misplacement of items. The tracking is to be done through the responsible department's purchasing custodian, who is appointed by the departmental director. This purchasing custodian is responsible for the tracking and accountability of their department's items. Work crew will be responsible for the equipment that they bring with them and use. Each ESF will need to have a list of available resources for ESF-7 as requested.

3. Recovery:

a. ESF-7 will provide logistical support for ESF-7 staff movement and provide for the location and acquisition of equipment after disaster events.

b. ESF-7 will relocate to the alternate EOC at the Charlotte County Airport if the CCEOC at Murdock Circle becomes unsuitable for operation.

4. Mitigation:

ESF-7 will work with OEM to update and add to the resource database for Charlotte County. These resources may be needed for preparation, response, and recovery.

E. Direction and Control

Charlotte County Purchasing will be responsible for directing and coordinating ESF-7. The Charlotte County Purchasing Department will be responsible to the Charlotte County Board of County Commissioners. All support agencies will be responsible to Charlotte County Purchasing in the coordination for ESF-7.

III. RESPONSIBILITIES

A. Primary Agency

The primary agency for ESF-7 is Charlotte County Purchasng. This Department is responsible for allocating and coordinating resources and support activities pertinent to ESF-7. Charlotte County Purchasing is responsible for providing support staff, acquiring commodities and services, leasing of buildings and facilities, and facilities management. In addition, Charlotte County Purchasing will assist in coordinating the acquisition of food, equipment, and supplies.

Supplies and equipment will be provided from current county resources and commercial sources.

Designated support agencies will furnish resources as required. Such support will be terminated at the earliest practical time.

B. Support Agencies

Supporting Charlotte County Purchasing in ESF-7 will be representatives from the following agencies, who provide the following support:

1. Charlotte County Public Works – drivers, equipment operators, trucks, and heavy equipment.

2. OEM – consulting staff, computers, and disaster management computer programs.

3. CCSO – security personnel.

IV. FINANCIAL MANAGEMENT

All costs incurred during an incident will be documented according to a prescribed method given by the Charlotte County Budget Office. This method will be a system in concert with the State of Florida Disaster Assistance Reimbursement Documentation Information Guide.

V. REFERENCES AND AUTHORITIES

Same as Basic Plan

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EMERGENCY SUPPORT FUNCTION 8: HEALTH AND MEDICAL SERVICES

Lead Agency: Charlotte County Health Department

Support Agencies: Charlotte County Coroner, Charlotte County Office of Human Services, Charlotte County Fire/EMS (EMS), American Red Cross (ARC), Charlotte County Sheriff's Office (CCSO), Charlotte County Mosquito Control, Charlotte County Office of Emergency Management (OEM), Charlotte County Department of Transportation, Charlotte County Ministerial Associations, Ambitrans, Bon Secours-St. Joseph Hospital, Fawcett Medical Center, Charlotte County Medical Society

I. INTRODUCTION

The purpose of Emergency Support Function 8 (ESF-8) is to coordinate Charlotte County's health, medical and limited social service assets to be functional before, during, and after natural or man-made disasters. Assistance provided under ESF-8 will be directed by the Charlotte County Public Health Unit's Emergency Coordinating Officer, located in the Charlotte County Emergency Operations Center (CCEOC).

Resources from the primary agency and the support agencies are to be furnished as needed during disaster operations.

ESF-8 provides or coordinates:

- public health response.
- the triage, treatment, and transportation of victims of a disaster.
- assistance in the evacuation of victims out of the area after the event.
- immediate support to hospitals and nursing homes.
- the provision for Critical Incident Stress Debriefing (CISD).
- the reestablishment of all health, medical, and social service systems.

II. CONCEPT OF OPERATIONS

A. General

1. The Charlotte County Health Department will maintain close effective working relations with:
   - the Charlotte County Coroner.
   - local morticians.
   - home health care providers.
   - pharmacists.

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– the American Red Cross.

– the local Children and Family Services.

2. The protection and preservation of human life is the most important activity during an emergency operation.

3. All county resources must be readily available to support this primary mission.

4. The ESF-8 function will be staffed in the CCEOC to respond to this mission and, as needed, by its supporting agencies.

   The ESF-8 function will also be responsible for:

   a. Acquisition and coordination of services, equipment, supplies, and personnel to meet ESF-8 task needs during disasters.

   b. Assuring that communications resources available to the Charlotte County Health Department will be used to maintain contact with the CCEOC.

5. Charlotte County's resources must be overwhelmed or predicted to be overwhelmed prior to requesting out-of-county assistance.

   During CCEOC operations, requests for other counties' assistance will be made through the CCEOC Operations Desk, who will analyze the request, and, if warranted, forward requests to the Florida DEM for coordination purposes.

B. Organization

Completing the roles and responsibilities of the ESF-8 function will be the focal point for the Charlotte County Health Department, the lead agency.

Once County resources are exhausted, ESF-8 may request additional resources from its regional and state sources.

Resources must be requested through the OEM Operations Desk and/or the Charlotte County Board of County Commissioners. Incidents which have caused, or may cause an extreme impact on Charlotte County, will require a close coordination between the county, regional, and state coordinators.

C. Notification

The OEM will notify the ESF-8 duty officer, the County Health Officer, of the occurrence of a potential or actual event or incident which requires an activation of the CCEOC. Such notification will be made via phone, fax, pager, or other means. Such notification will be to advise of a potential event or to activate the CCEOC.

1. Upon receipt of the notification, the County Health Officer will:

   a. alert designated emergency response personnel assigned to the CCEOC.

   b. inform them of the type of incident.

c. direct them to to implement the ESF-8 response needed in accordance with the CCEOC activation level and the nature of the incident.

2. The Charlotte County Health Officer will:

   a. get an immediate briefing on the incident following arrival at the CCEOC.

   b. activate calling trees.

   c. brief arriving staff.

   d. notify Department of Health and Rehabilitative Services (DHRS) as seen needed.

3. If state assistance is anticipated, contact will be made with the CCEOC Operations Desk, which will analyze, and if warranted, forward the request(s) to the State Emergency Response Team (SERT) liaison or the State of Florida ESF-8 representative.

4. Level of Support - ESF-8 is to be initially staffed 24 hours a day/7 days a week. This staffing level will remain in effect until the incident no longer warrants 24-hour operation. This determination will be made by the CCEOC Operations Chief.

D. Actions

Actions carried out under ESF-8 fall into all four phases/missions of emergency management: preparedness, response, recovery, and mitigation.

Each phase/mission requires:

– a specific level of knowledge, skills and abilities in order to be effectively accomplished.

– significant amounts of collaboration and cooperation from all supporting agencies and the intended recipients of ESF-8 related services.

ESF-8 includes activities ranging from public education to field response services. The following services provide the framework upon which ESF-8 initiated actions will occur:

– Assessment of health and medical needs, including the assessment of residents who have applied for sheltering under the Charlotte County Special Needs Program.

– Disease control/epidemiology.

– Health/medical care personnel.

– Acquire and distribute health/medical equipment and supplies.

– Provide for effective and efficient patient evacuation.

– Coordinate in-hospital and nursing home care.

– Food and drug safety including ensuring the availability of drugs and certain foods.

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- Ensure emergency responder health and safety
- Mental health and counseling (CISD) through Charlotte County Fire/Emergency Medical Service (EMS).
- Public health information.
- Potability of water, disposal of waste water and solid waste.
- Provide for victim identification and mortuary services.
- Management, command, and control of assets.
- EMS.

1. Preparedness

   a. Describe how missions and resources will be coordinated between lead and support agencies/organizations.

   b. Describe how your jurisdiction will coordinate with local residential health care facilities if it becomes necessary to evacuate.

   c. Identify any planning assumptions that were considered in the development of the health and medical operations (i.e., capability limitations, resource limitations, use of mutual aid/outside resources, etc.).

   d. Develop procedures for providing medical support, including equipment and supplies, beyond that required for standard first aid and for the prevention of communicable diseases, epidemiological, and environmental health activities related to the sheltering and feeding of disaster victims.

   e. Identify procedures for control of insects, rodents and other pests.

   f. Describe procedures to ensure the safety of food and drugs.

   g. Describe procedures to ensure the safety and care of emergency responders.

   h. Identify procedures for establishing mental health crisis counseling centers.

   i. Identify the provision that have been made for the CISD of emergency personnel.

   j. Identify procedure for the adequate assessment of health/medical needs.

   k. Identify procedures established for transporting victims in serious or critical condition to medical facilities outside the impacted area.

   l. Planning, training, and exercises, including Incident Command System (ICS) and National Incident Management System (NIMS) Training.

   m. Train ESF-8 personnel

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n. Conduct ESF-8 orientation for support agencies

o. Prepare and maintain environmental health assessment survey

p. Prepare and maintain epidemiological surveys and equipment

q. Develop new public health information and media packages

r. Prepare public health nursing disaster protocols

2. Response

a. Describe the activities to be performed during response operations (i.e., monitoring health care facilities for evacuations, monitor special needs shelters, insect control, resources, equipment, etc.).

b. Identify by title or position, who will issue a warning to the public concerning contaminated water supplies.

c. Identify how health information will be provided to the public.

d. Identify activities associated with the people with special needs program.

e. The establishment and staffing of the Charlotte County Special Needs shelter when conditions warrant its opening.

f. Operate ESF-8 position within in CCEOC operation.

g. Coordinate response and resources with other ESFs.

h. Provide communication for deployed health and medical resources.

i. Conduct field assessments and surveys.

j. Provide nursing staff for Special Needs shelters.

k. Provide staff for monitoring field public health conditions.

l. Conduct rapid assessments for immediate response activities.

m. Determine need for health surveillance programs in Charlotte County.

n. Provide or acquire medical staff, equipment, and supplies as needed to health and medical facilities.

o. Assist with patient relocation if needed.

p. Assist with patient evacuation and relocation if needed (post-incident).

q. Identify hospital and nursing home bed vacancies in Charlotte County and in contiguous counties if necessary.

r. Assist with hazardous materials response if needed.

s. Perform water, food, and drug safety analysis and inspection.

t. Provide referrals for emergency mental health services to citizens and emergency workers.

u. Provide referrals for emergency food stamps and finances to target populations.

v. Advise officials in the CCEOC of the needs for Port-o-Lets at comfort stations and other locations.

w. Respond to radiological incidents.

x. Provide triage nurse to Special Needs drop- off points to ensure that patients are routed to appropriate refuge site.

3. Recovery

a. If different, identify the lead and support agencies for health and medical during the recovery phase of an emergency.

b. Define the duties and responsibilities of the lead and each support agency during recovery, if different.

c. Describe the activities to be performed during recovery operations.

d. Identify procedures for ensuring availability of potable water; maintain waste water treatment and solid waste disposal.

e. Define steps for victim identification, mortuary services, and next of kin notification.

f. Identify the procedures for collection and destruction of contaminated foodstuffs.

g. Ensure any persons sheltered in a Special Needs Shelter are returned to safe and appropriate accommodations when the shelter closes.

h. Monitor the restoration of mental health, medical, and social services systems.

i. Monitor the restoration of permanent medical facilities to operational status.

j. Monitor the restoration of pharmacy services to operational status.

k. Monitor environmental and epidemiological systems.

l. Support emergency services staff and operations until they can be withdrawn from the field.

m. Make referral for persons requiring emergency food stamps.

n. Identify populations requiring event-driven health, medical, or social services (post-event).

o. Provide emergency pharmacy/laboratory services.

p. Monitor the initiation of long-term mental health services to affected populations.

q. Initiate financial reimbursement process for support services.

4. Mitigation

a. Plan and exercise for all CBRNE and mass casualty incidents.

b. Develop contingency plans in case of infrastructure damage to roads, bridges, evacuation sites, medical facilities etc.

c. Develop a Regional Disaster Plan with signatory buy-in from local jurisdictions and functional disciplines.

d. Work closely with Public Works, Fire, EMS and Law Enforcement agencies and be prepared to become part of the ICS Unified Command.

e. Anticipate and prepare for Influenza Pandemic.

f. Develop and train Community Emergency Response Team (CERT) individuals in the community.

g. Establish a comprehensive public health education program.

h. Develop an evacuation plan for public venues and temporary shelters.

i. Develop shelter-in-place plans for potential incidents

j. Stockpile critical medical supplies in strategic locations and maintain and revise as required, establish state and federal SNS procedures.

k. Identify and provide auxiliary electrical power supply for critical facilities with assistance from the OEM.

l. Locate and map vulnerable facilities

E. Direction and Control

The ESF-8 system has two facets: at the CCEOC and in the field. A command system is developed so that an effective operation is established.

All management decisions regarding ESF-8 activities are made at the CCEOC by the Charlotte County Public Health Officer or his/her designee.

Planning, logistical support, administration, and operations positions in the CCEOC assist the Public Health Officer in carrying out ESF-8 missions.

All staffing directories are updated by the Charlotte County Health Department annually, as a minimum

Any deployed field personnel or units are subordinate to the ESF-8 desk and maintain continuous contact by two-way radio and/or telephone.

Each identified ESF-8 support agency will contribute to the overall response, but will retain administrative control over its own resources and personnel.

Provide only essential or required information to the CCEOC operations officer and the ARC for use by the public information officer.

F. Radiological Events

The Charlotte County Health Department will ensure that all aspects of the response to a radiological incident are planned for and that designated organizations are prepared to carry out appropriate actions.

At the state level, the Department of Health, Office of Radiation Control is the primary point of contact for assessment of health hazards during peace-time radiological emergencies regardless of their severity.

III. RESPONSIBILITIES

A. Primary Agency (Charlotte County Health Department):

Provide leadership in directing, coordinating, and integrating the overall county efforts to provide health, medical, public health to the affected area.

Staff and operate a command and control structure to assure that services and staff are provided to areas of need.

Priorities of work will be:

1. Protect and save human Lives.
2. Provide water.
3. Provide food.
4. Remove waste.
5. Provide mortuary services.
6. Conduct damage Assessment.

Responsibilities include providing, acquiring services for, or making referrals for:

1. Advanced Life Support (ALS) and Basic Life (BLS) Support Vehicles.
2. Emergency Medical Technicians (EMTs).
3. Paramedics.
4. Medical equipment and supplies.
5. Nurses (RN/LPN) for Special Needs shelters and post-disaster public health services.
6. Health administrators.
7. Pharmacy services.

8. Physicians.
9. Environmental health facilities.
10. Laboratories and laboratory personnel.
11. Nutritional services.
12. Epidemiology.
13. Mental health workers.
14. Radiation monitoring.
15. Disaster response expertise.
16. Referrals for dental assistance.
17. Dietitians.
18. Immunizations.
19. Case management.
20. Outreach capability.
21. Public information and education.
22. Emergency food stamps and emergency categorical checks.
23. Triage centers.
24. Sheltering (including overview of mass feeding program).
25. Communications with ESF-8 personnel and other pertinent personnel.
26. Assistance for staffing the post-disaster One-Stop Disaster Center.
27. Assistance for Mosquito Control with vector and rodent control.
28. Represent local government at Charlotte County Medical Society meetings for disaster planning purposes.
29. Assist in the identification and disposal of contaminated foodstuffs.

B. Support Agencies:

Support agencies will provide assistance to the ESF-8 efforts by providing services, staff, equipment, and supplies that compliment the entire emergency response effort. Some specific services and resources are generally described below. However, it is recognized that the support agencies' capacities change occasionally. Emergency coordinators are responsible for updating resources and capabilities within the lead agency.

C. State

According to the State of Florida Comprehensive Emergency Management Plan (CEMP), the following department/services **may** be available when requested by the County.

1. Department of Agriculture and Human Services.

2. Agency for Health Care Administration.

3. Department of Business and Professional Regulation.

4. Department of Elder Affairs.

5. Department of Environmental Protection.

6. Department of Military Affairs.

7. Department of Health.

    a. All will be responsive to requests for assistance as relayed through the Florida DEM.

D. County

1. Charlotte County Office of Human Services

    a. Assist the public health assessment effort at the triage area by determining victims welfare and medical need.

    b. Be aware of the need for crisis counseling for victims.

    c. Establish working relations with the Charlotte County Health Department and have working plans for a rapid transition from normal day-to-day operations to short-notice full-emergency operations.

    d. Assist ARC in responding to inquiries about victims.

2. Law Enforcement Agencies (CCSO and City of Punta Gorda Police Department)

    a. Assist with crowd control, victim identification, and emergency transportation.

    b. Advise County Animal Control Department of observed stranded pets.

3. Charlotte County School District

    a. Have school buses with drivers available for emergency transportation of persons with special needs.

    b. Make school buildings and staff available, when requested, for use as Red Cross Shelters and victim processing.

4. Charlotte County Coroner

In the event of a large incident, there could be several hundred dead victims who will require identification, processing and storage. The nearest mortuary to the disaster area would be used for these activities. Other facilities will be identified and activated as needed.

For Charlotte County the Kays-Ponger Funeral Home in Punta Gorda is the designated screening point for the delivery of all dead. They have several usable refrigerated spaces. No alternate power supply is available at this facility.

The Coroner should:

a. Consider that criminal activity may have contributed to all deaths when making Cause- of-Death determinations.

b. Provide guidance on temporary and final body disposition.

5. Charlotte County Fire/Rescue, Ambitrans, and Charlotte County Department of Transportation will:

   a. Provide for the full utilization of all their respective resources for the duration of the incident response and CCEOC activation.

   b. Provide emergency transportation of special needs persons. This will involve coordination and direct action to be taken among the County Director of Fire/EMS, Ambitrans, and the Charlotte County Director of Department of Transportation. The coordination and actions should be based on the registry of special needs persons which is maintained by the OEM. This registry may expand just prior to or during an emergency which may require just-in-time adjustments to action plans.

   c. Provide for the distribution of injured, and others in need of medical help, among the area hospitals according to determinations of which facilities are deemed safe, open and able to take patients.

6. ARC

   a. Provide disaster relief, health service resources, needs assessments, and information services.

   b. Set up and operate one or more of 18 designated shelter sites after they are deemed safe by the Charlotte County Director of Department of Transportation.

   c. Provide information to support reuniting of victims with their families.

7. Charlotte County Blood Center

   a. Emergency blood donations could be held at Port Charlotte Cultural Center during post-disaster periods.

8. Bon Secours-St. Joseph Hospital, Fawcett Memorial Center, and Charlotte Regional Medical Center

   a. Provide available medical facilities, services, staff, supplies, and equipment as needed.

9. Charlotte County Medical Society

   a. Provide assistance where needed with placing doctors and nurses in triage centers, field hospitals, shelters, and other medical facilities.

10. Charlotte County Ministerial Associations

   a. Provide religious and other counseling for citizens as required.

IV. FINANCIAL MANAGEMENT

All costs incurred during an incident shall be documented using a prescribed method developed by the Charlotte County Budget Office. This method will be in concert with the documentation methods given in the State of Florida Disaster Assistance Reimbursement Documentation Information Guide. Costs to be documented include labor, supplies, equipment, etc.

V. AUTHORITIES

Basic Plan

State of Florida Disaster Assistance Reimbursement Documentation Information Guide (located in CCEOC library)

EMERGENCY SUPPORT FUNCTION 9: SEARCH AND RESCUE

Lead Agency: Charlotte County Fire/Emergency Medical Services (EMS)

Support Agencies: Charlotte County Public Works, Charlotte County Sheriff's Office (CCSO)

I. INTRODUCTION

The purpose of Emergency Support Function 9 (ESF-9) is to provide logistical support, equipment, and personnel to aid Charlotte County with both urban and non-urban Search and Rescue (SAR) services in response to and during actual or potential disaster conditions.

II. CONCEPT OF OPERATIONS

A. General

1. Non-urban SAR activities include, but are not limited to, emergency incidents that involve locating missing persons, locating boats which are lost at sea, locating downed aircraft, extrication if needed, and treating any victims upon their rescue.

2. Urban SAR activities include, but are not limited to, locating, extricating, and providing immediate medical assistance to victims trapped in collapsed structures.

B. Organization

The Charlotte County Fire Department and EMS Office is the primary agency responsible for ESF-9. All SAR personnel will report to the EMS. The SAR personnel will follow the Incident Command System (ICS), as practiced by the EMS.

1. The Charlotte County Fire Department will provide representatives in the CCEOC on a 24-hour basis. This department will ensure full deployment and utilization of all resources available to ESF-9.

C. Notification

1. Upon notification by the Charlotte County Office of Emergency Management (OEM) Staff of a pending or current event requiring response from ESF-9, the emergency contact person for ESF-9 will notify all other ESF-9 members by telephone, pagers, fax, or through any other communications facilities at the CCEOC.

2. All support agency contact persons for ESF-9 will be instructed to alert their contacts throughout the county to ensure that all available resources are available or on standby.

3. ESF-9 agency members will confirm resource inventories for possible use.

4. ESF-9 can request additional communications resources, other than those from the regular EMS supply, through the local CCEOC and in coordination with ESF-2 (Communications).

D. Actions

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1. Preparedness:

   a. ESF-9 will prepare for SAR activities by:

      – organizing rescue squads;

      – placing personnel and equipment for conducting emergency activities;

      – communicating regarding SAR activities;

      – identifying medical facilities for the injured and ailing survivors;

      – accounting for SAR personnel; and

      – establishing search grids.

   b. ESF-9 will coordinate with the Florida Fire Chief's Association Disaster Response Plan to obtain state SAR support.

   c. ESF-9 will provide the reference location and inventory of personnel, vehicles, and equipment other than law enforcement resources, that will be available for SAR operations, including the date of the last revision.

   d. ESF-9 will plan, coordinate, and mobilize the resources of the county fire and rescue service to aid in SAR activities.

   e. ESF-9 will provide SAR training to applicable fire and rescue personnel including;

   f. The Chief of the Charlotte County Fire and EMS or his designee serves County Coordinator in the "Statewide Fire-Rescue Disaster Response Plan."

   g. The Chief of the Charlotte County Fire and EMS or his designee will have the authority to request mutual assistance.

   h. The Chief of the Charlotte County Fire and EMS or his designee will have the responsibility of maintaining a list of personnel, vehicles, resources, and equipment that will be available for SAR operations.

2. Response

   a. Describe the activities to be performed during SAR operations (i.e., mobilization of equipment and personnel, use of on-scene-command, grid id activities, etc.).

   b. Describe how SAR missions will be prioritized.

   c. Describe how on-scene operations will coordinate with the CCEOC.

   d. Describe how activities will be coordinated with the State of Florida ESF-9.

e. Describe how resources and personnel from outside of the county will be managed (i.e., mutual aid, state or federal assistance, volunteers, etc.).

f. Describe the demobilization process of SAR resources.

g. All state and outside county SAR resources will be coordinated through the OEM Operations Desk, who will analyze and forward all requests for SAR assistance to the Florida DEM.

h. Heavy equipment with drivers will be coordinated through ESF-3 (Public Works and Engineering). These resources may be pre-positioned if necessary.

3. Recovery

a. Upon request, consistent with staffing and emergency activities, county SAR resources will be used for the recovery process.

4. Mitigation

a. ESF-9 will participate in mitigation activities as requested.

III. RESPONSIBILITIES

A. Primary Agency

EMS will be the lead agency for ESF-9. As the primary agency, they will coordinate with the support agencies in directing SAR resources and personnel in response activities.

B. Support Agencies

1. The CAP will assist with aircraft in SAR activities **only if** requested through the Florida DEM.

2. The Florida Marine Patrol and United States Coast Guard Auxiliary will assist with the search of boats lost at sea and other marine SAR activities **only if** requested through the Florida DEM.

3. The Charlotte County Division of Public Works will assist with heavy equipment and drivers to aid in debris removal, extrication, and other SAR activities.

4. The CCSO will provide helicopters and personnel to assist in SAR activities.

IV. FINANCIAL MANAGEMENT

ESF-9 agencies are responsible for tracking and recording all incurred costs of an event. These costs will be tracked and recorded using a prescribed system given by the Charlotte County Budget Office. This system will be in concert with the State of Florida Disaster Assistance Reimbursement Information Guide. Salaries, overtime, equipment, supplies, and materials are to be included in these incurred costs.

V. REFERENCES AND AUTHORITIES

Basic Plan

State of Florida Disaster Assistance Reimbursement Information Guide

EMERGENCY SUPPORT FUNCTION 10: HAZARDOUS MATERIALS

Lead Agency: Charlotte County Fire/Emergency Medical Services (EMS)

Support Agencies: Charlotte County Emergency Management (OEM), Charlotte County Public Health Unit, Charlotte County Sheriff's Office (CCSO), Charlotte County Public Works, Sarasota County Fire Department, North Port Fire Department, Boca Grande Fire Department, Englewood Fire Control District, City of Punta Gorda Fire Department

I. INTRODUCTION

The purpose of Emergency Support Function 10 (ESF-10) is to provide county coordination and command in response to a threatening or an existing discharge or release of hazardous materials resulting from a natural, manmade, or technological event. Additionally, ESF-10 will activate environmental protection authorization, and guidance resources through other agencies.

II. CONCEPT OF OPERATIONS

A. General

ESF-10 provides for a coordinated, effective, and efficient response to discharges and releases of hazardous materials, including radiological incidents. Through ESF-10, human, financial, and material resources will be placed into action at the impacted area. Charlotte County has monitoring equipment and other equipment necessary to work with hazardous material incidents The EMS will staff ESF-10 during any activation of the Charlotte County Emergency Operations Center (CCEOC). EMS will coordinate its own resources along with county support agency resources.

B. Organization

The EMS is responsible for coordinating the functions of ESF-10 and for bringing in other resources from the county and from out of county. County support agencies are available as needed for specific issues and are accessed through their respective ESFs in the CCEOC. All state resources will be requested in coordination with the OEM. Once this contact is established, it is up to the state to determine whether or not federal resources are needed for response and recovery activities.

C. Notification

Since EMS will more than likely be one of the first response agencies to arrive at a hazardous material incident. It is under the discretion of this agency to determine whether the scope of the incident may require an activation of the CCEOC. The Incident Commander at the incident will notify the Emergency Management Director of the need to activate the CCEOC. At this time, the emergency management staff will make the proper notifications needed to activate the CCEOC. Once contacted, EMS is responsible for staffing ESF-10 in the CCEOC.

All hazardous material incidents will be brought to the attention to the Charlotte County 911 dispatchers and the OEM so that the Florida State Warning Point (SWP) can be made aware of the situation. The SWP may call assistance from Florida Department of Environmental Protection (DEP), Florida Highway Patrol (FHP), Florida Department of Law Enforcement (FDLE), or any other state agency who may provide assistance for a hazardous materials incident.

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D. Actions

1. Preparedness

   a. Identify the duties and responsibilities of the lead and each supporting agency.

   b. Describe how missions and resources will be coordinated between lead and support agencies/organizations.

   c. Identify the position responsible for maintaining and updating the hazardous materials resource inventory.

   d. Provide the reference location of inventory of personnel, data, equipment and vehicles that will be used for hazardous materials missions.

   e. Identify any planning assumptions that were considered in the development of the hazardous materials function (i.e., capability limitations, resource shortfalls, use of mutual aid/outside resources and personnel, etc.).

   f. Describe the pre-positioning or staging of hazardous material resources.

   g. Identify personnel to meet staffing patterns to ensure 24-hour operations of hazardous materials operations.

   h. Describe how staff will be contacted with instructions and where to report to work.

   i. Provide an inventory of personnel, data, equipment, and vehicles which will be used for hazardous materials, including date of last revision.

   j. Identify the procedures for documenting hazardous sites and vulnerable population.

   k. Identify the procedures for gathering information and intelligence related to the disaster or emergency.

   l. Identify procedures for the pre-positioning or staging of hazardous materials resources.

   m. The EMS regularly participates in exercises for hazardous material incidents.

2. Response

   a. Describe the activities to be performed during response operations:

      – site identification.

      – monitoring and reporting contaminated sites.

      – coordination of protective actions.

      – evacuations.

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– press releases.

– restoration of hazardous material site.

– equipment.

– environmental issues.

– record keeping.

– traffic control, etc.

b. Describe how hazardous materials missions will be prioritized.

c. Describe how activities will be coordinated with the State of Florida ESF-10 and the owner of the hazardous material/site.

d. The basic sequence of response is described by the following outline:

– Notification.

– Verification.

– Preliminary Assessment.

– Initiation of Action.

– Action Termination.

– Long Term Remedial Action.

3. Recovery

a. Describe the activities to be performed during recovery operations (i.e., clean-up operations, monitoring contamination, environmental issues, reimbursement, etc.).

b. All decontamination of personnel and wash-down stations will be located on the site of the incident so as to not spread or risk contamination elsewhere. EMS will participate in other recovery actions as seen necessary and/or as requested.

c. All three hospitals

– Charlotte Regional Medical Center

– Peace River Regional Medical Center

– Fawcett Memorial Hospital

can accept contaminated patients. However, decontamination must be done prior to a patient's arrival to Peace River regional Medical Center and Charlotte Regional Medical Center because they do not have contamination facilities on site.

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Fawcett Memorial Hospital is the only hospital with decontamination facilities on site.

4. Mitigation

EMS will provide persons with appropriate expertise to participate in activities designed to reduce or minimize the impact of future hazardous materials incidents. All firefighters are trained at the Operations level of Hazardous Material training in accordance with Federal OSHA CFR 29 1910.120 guidelines.

E. Direction and Control

EMS, as the lead agency for ESF-10, is responsible for providing the overall direction and control of Charlotte County Resources for ESF-10. The process of management, decision making, coordination, and control of resources fall under the responsibilities of the lead agency for ESF-10. All support agencies will coordinate their activities with the EMS Emergency Commander during the response and recovery activities of a hazardous materials incident. All support agencies will work under their immediate commander, who will work and coordinate with the EMS Commander.

III. RESPONSIBILITIES

A. Primary Agency: Charlotte County Fire/EMS (EMS)

Responsible for initial response, notification, and assessment of an incident. These duties may involve fire suppression, identification of material(s) involved, and arranging disposal of abandoned containers that carry non-hazardous waste.

Recommendations for evacuation will be made to the OEM, which will then be directed to the Charlotte County Board of County Commissioners. If there is not time for such consultation, due to hazards to public safety, EMS will act with prudence in evacuating citizens and then notify the OEM and the Charlotte County Board of County Commissioners.

If further resources are needed, existing mutual aid agreements with surrounding counties may be accessed. If further assistance is needed, the Incident Commander may request state assistance through the OEM or, if an EOC activation is in place, assistance can be directed to the ESF-10 station in the CCEOC. From here, additional assistance will be requested through the CCEOC Operations Desk.

ESF-10 will work with ESF-14 (Public Information) to provide public information as necessary for evacuations and other pertinent information as may be necessary to provide for the safety and health of the public.

B. Support Agencies

1. Other Fire Departments/Fire Control Districts will provide assistance as requested. The assistance may take the form(s) of personnel, equipment, materials, and supplies.

2. Charlotte County Public Health Unit will provide for monitoring of air and water quality for public consumption. All reports shall be made available to the OEM as soon as they are made.

3. Charlotte County Sheriff's Office (CCSO) will

a. Provide road blockage and the blocking off/containment of perimeters as necessary.

b. Assist with evacuations as necessary through the use of PA systems and or personnel.

4. Charlotte County Public Works will coordinate and assist with the delivery of bulk absorbents to the scene of a pollutant or hazardous material discharge incident that occurs on, or may impact, a county road or county right-of-way.

5. Charlotte County Chamber of Commerce will provide, when requested, a statement of economic impact regarding a specific hazardous material incident. This may be requested by the State of Florida.

6. OEM will

a. Assist in notifying the Florida SWP of any hazardous material incidents.

b. Activate the CCEOC if needed or requested by EMS.

c. Coordinate requests for assistance from the SEOC and its resources.

IV. FINANCIAL MANAGEMENT

All costs will be tracked and recorded by a system prescribed by the Charlotte County Budget Office. This system will be in concert with the State of Florida Disaster Assistance Reimbursement Information Guide. Costs to be recorded and tracked include overtime labor, equipment, supplies, etc.

V. REFERENCES AND AUTHORITIES

OSHA CFR 29 1910.120

State of Florida Disaster Assistance Reimbursement Documentation Information Guide

Basic Plan

NOTE: These documents can be found in the OEM library.

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EMERGENCY SUPPORT FUNCTION 11: FOOD AND WATER

Lead Agency: Charlotte County Department of Human Services

Support Agencies: Salvation Army, American Red Cross (ARC), Charlotte County School Board, Charlotte County Office of Emergency Management (OEM), Florida National Guard (FLNG), Charlotte County Department of Purchasing, Charlotte County Division of Public Works, Charlotte County Department of Senior Services, Charlotte County Public Health Unit

I. INTRODUCTION

The purpose of Emergency Support Function 11 (ESF-11) is to identify food, water, and ice needs in the aftermath of a disaster or emergency, obtain these resources, and transport them to the impacted areas. Food supplies obtained and distributed by ESF-11 will be dispensed to disaster victims through the agencies of ESF-6 (Mass Care).

II. CONCEPT OF OPERATIONS

A. General

This ESF will operate under existing United States Department of Agriculture (USDA) authorities and regulations as well as Public Law 93-288, as amended, and the State of Florida Comprehensive Emergency Management Plan (CEMP), and Charlotte County CEMP, to provide disaster food supplies to designated disaster staging areas and mass feeding sites.

Following a notification of an impending major disaster or emergency, this ESF will be staffed at the Charlotte County Emergency Operations Center (CCEOC) on a 24-hour basis as needed.

This ESF will use damage projection models to calculate the number of people that may be affected in order to assess the amount of food and water needed to meet the anticipated demand. Food and water inventories will be tabulated, and if additional supplies are needed, this ESF will obtain them from donations and/or the State of Florida ESF-11. These supplies will then be transported to staging areas, comfort stations, and mass feeding sites.

Staff from this ESF will be sent into the disaster area to assess the effectiveness of the food distribution network and to oversee the inventory of food, water, and ice resources acquired by ESF-11. Staff will coordinate with Charlotte County officials and ESF-6 (Mass Care) field staff to ensure ample and timely deliveries of food, water, and ice supplies.

B. Organization

1. The Department of Human Services, County Food Distribution Officer has primary responsibility for coordination of food and water activities and will direct all response and recovery activities for ESF-11 from the CCEOC. Upon activation of this ESF, the County Food Distribution Officer, or designee, will ensure all food, water, and ice concerns are addressed.

2. The support agencies listed above and organizations may be utilized and will either be tasked to provide a representative to the CCEOC or to provide a representative who will be immediately be available via telecommunications means (telephone, facsimile, conference call, pager, etc.).

C. Notification

1. Upon the threat of a disaster, the CCEOC will notify the primary contact person for this ESF. This notification will be made via telephone, facsimile, or digital pager. Such notification could be to: advise of potential for a disaster, report to the CCEOC, or to update information.

2. The Operations Officer for the CCEOC and/or the County Food Distribution Officer will notify all support agencies and may request that they report to the CCEOC.

D. Actions

1. Preparedness:

   a. If distribution sites (PODs) are established, under Florida's response plan, the National Guard is responsible for maintaining and updating the food and water inventory (personnel, vendors, equipment, vehicles, contracts, etc.).

   b. OEM will, upon request of the Florida DEM, provide sites for the establishment of food, water, and ice, PODs.

   c. Maintain an accurate roster of personnel assigned to perform ESF-11 duties during a disaster.

   d. Identify and schedule disaster response training for ESF-11 assigned personnel.

   e. Periodically update the list of available water and ice vendors.

2. Response - ESF-11 will:

   a. ESF-11, through the CCEOC, will continually monitor the consumption of food, water, and ice and determine continuing need through surveying the availability of the following resources:

      – Restoration of electricity.

      – Restoration of water.

      – Availability of commodities commercially.

   b. The food and water mission will be prioritized according to:

      – Evacuees in shelters.

      – Residents in areas without water and utilities.

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– Residents in areas without commercially available commodities.

c. ESF-11 will coordinate with State of Florida ESF-11 and ESF-6 (Mass Care) for food, water and ice needs. All requests for food, water, and ice will be made through the CCEOC who will then make all requests to Florida DEM through the TRACKER system.

d. Commodities will be delivered directly from state logistical staging areas to the POD sites.

e. Inventory food and water supplies.

f. Work with ESF-6 to identify the number of people in shelters and others in need of food and water.

g. Work with ESF-6 to identify the locations of all mass feeding sites.

h. Work with ESF-12 (Energy) to monitor power outages for estimated ice needs and quantities.

i. Work with ESF-12 and ESF-8 (Health and Medical Needs) to monitor water contamination in the disaster area and estimate water needs and quantities.

j. Work with ESF-6 to identify the locations of all food distribution points.

k. Coordinate with ESF-7 (Resource Support) to obtain additional refrigerated trailers, if needed.

l. Identify menus for meals to be used for calculation of food supplies and serving portions.

m. Coordinate with ESF-15 (Volunteers and Donations) to incorporate offers of donated supplies into the disaster feeding network.

n. Assess warehouse space and needs for staging areas.

o. Monitor and coordinate the flow of food, water, and ice supplies into the impact area.

3. Recovery:

a. Continue to monitor food, water, and ice needs.

b. Assess special food concerns of the impacted residents.

c. Monitor nutritional concerns.

d. Establish logistical links with local organizations involved in long-term congregate meal services.

4. Mitigation - None

E. DIRECTION AND CONTROL

1. Policies:

   a. Be activated upon notification of a potential or existing disaster or emergency.

   b. If directed by the USDA, secure and provide food, water, and ice supplies suitable for household distribution.

   c. Provide suitable food, water, and ice for congregate meal service, as appropriate.

   d . Coordinate with ESF-1 (Transportation) for the transportation of water, ice, and water supplies into the impacted areas.

   e. Encourage the use of congregate feeding arrangements as the primary outlet for food supplies.

   f. All staffing requirement s are determined by the CCEOC depending on level of activation. Charlotte County Human Services will staff 24 hours.

   g. ARC / Salvation Army representatives in CCEOC will coordinated daily through the CCEOC depending on consumption rates and availability of commercially available commodities.

   h. ESF-11 will gather information and intelligence relating to the disaster or emergency. Consumption rates from PODs and mobile units restoration of power reports, opening of commercial establishments.

   i. Charlotte County Sheriff's Office (CCSO) and National Guard to coordinate security of delivery and distribution.

2. Decision making authority

   a. The County Food Distribution Officer has the authority to allocate resources, expend funds, and direct personnel to meet the responsibilities outlined for ESF-11.

   b. The County Food Distribution Officer will designate, in writing, a Shift Leader for each ESF-11 shift operating in the EOC.

   c. The designated Shift Leaders have the authority, in consultation with the County Food Distribution Officer, where possible, to take those actions necessary to meet those actions necessary to meet the responsibilities outlines for ESF-11.

3. Coordination

   a. All actions taken by ESF-11 will be guided by and coordinated with local disaster officials.

   b. ESF-11 will coordinate with, and provide support, as appropriate, to ESF-6.

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c. The County Food Distribution Officer, or designated representative, will coordinate the activities and requirements of the various ESF-11 support agencies.

d. In the event that Charlotte County resources are overwhelmed, further resources may be requested from the State of Florida ESF-11 through coordination with the OEM Operations Desk, who will analyze and, if warranted, process requests and forward them to State of Florida ESF-11.

III. RESPONSIBILITIES

A. LEAD AGENCY – Department of Human Services, County Food Distribution Officer

1. Determine the availability of USDA foods that are safe for human consumption within the disaster area.

2. Coordinate with OEM, ESF-6, and other local officials to determine food, water, and ice needs for the population in the impacted area.

3. Make emergency food supplies available to households for take-home consumption in lieu of food stamps for qualifying households.

4. Coordinate the requests for the approval of emergency food stamps for qualifying households within the affected area.

5. Provide appropriate information to ESF-5 (Information and Planning) on a regular basis.

6. Develop a plan of operation that will ensure timely distribution of food supplies to mass care locations.

7. Deploy water tankers to locations identified by ESF-6 and local officials.

8. Provide daily information to ESF 14 (Public Information) and ESF 15 on the amount of food used and types of food needed.

9. Maintain records of the cost of supplies, resources, and employee-hours needed to respond to the disaster.

10. Monitor the number of mass feeding sites, soup kitchens, and pantries providing food to disaster victims.

B. SUPPORT AGENCIES

1. ARC and Salvation Army

   a. Assist in identifying and assessing the requirements for food on a two-phase basis: critical emergency needs immediately after the disaster and long-term sustained needs after the emergency phase is over.

b. Assist with the distribution of coordinated disaster relief supplies.

c. Establish agreements with private vendors in order to supplement food stocks.

2. Charlotte County School Board

a. Provide staff to assist with the calculations of serving portions based on menus, the quantities/types of food in the inventory, and the number of people fed at school district supported sites.

b. Work with ESF-6 to provide available food to impacted areas of the county.

3. Charlotte County Public Works and Florida Department of Military Affairs

a. Assist in transporting food and water supplies into the disaster area.

b. Provide personnel and cargo handling equipment to assist in the operation of the ESF-11 warehouses and staging areas.

c. The Florida Department of Military Affairs will assist with the above duties if Charlotte County resources are exhausted and the requests for this department are coordinated through the OEM.

4. Charlotte County Public Health Unit

a. Provide for inspection of feeding facilities food, and water as necessary during and after disaster operations.

IV. FINANCIAL MANAGEMENT

The County Food Distribution Officer, or designee, will be responsible for approving all expenditures for ESF-11 during an incident. This officer is also in charge of recording and tracking all costs incurred by the ESF-11 primary agency. This system used in tracking and recording expenditures shall be prescribed by the Charlotte County Budget Office. This system will be in concert with the State of Florida Disaster Assistance Reimbursement Information Guide.

V. REFERENCES AND AUTHORITIES

Basic Plan

State of Florida Disaster Assistance Reimbursement Information Guide, 1995

EMERGENCY SUPPORT FUNCTION 12: ENERGY, UTILITIES, AND PUBLIC SERVICES

Lead Agency: Charlotte County Utilities (CCU)

Support Agencies: City of Punta Gorda Utilities Management, City of Punta Gorda Public Works, Charlotte County Public Works, Charlotte County Office of Emergency Management, Florida Power and Light, Sprint/United Telephone, Comcast Cable Vision, Cable Vision Industries, Charlotte Harbor Water Association Inc., Bocilla Utilities Inc., Knight Island Utilities, Peace River/Manasota Regulatory Water Supply Authority, El Jobean Water Association, Harbor Lakes, Southern States Utilities. Englewood Water District, Gasparilla Island Water Association Inc., Lake Suzy Utilities

I. INTRODUCTION

The purpose of Emergency Support Function 12 (ESF-12) is to work with the Florida Public Service Commission (PSC) and other support agencies listed above to organize the response to and recovery from shortages and disruptions in the supply and delivery of electricity, natural gas, and other forms of energy and fuels which impact or threaten to impact citizens and visitors in Charlotte County. CCU will also work with the corresponding support agencies to restore water, sewer, cable television, and telephone services to citizens in Charlotte County. Shortages and disruptions in any of these services may be caused by such events as unusually cold or hot weather, storms, flooding, power generation fuel supply disruptions, electric transmission and distribution disruptions, and labor strikes.

ESF-12 involves close coordination with the electric, natural gas, water, sewer, telephone, and cable television services operating in Charlotte County to ensure that the integrity of these systems are maintained during emergency situations and that any damages that may be incurred are repaired and services restored in an efficient and expedient manner. CCU will have primary responsibility to work with the PSC and other support agencies in monitoring and coordinating the availability of electric utility generating capacity and reserves, the availability and supply of natural gas, supply and transportation of generation fuels and emergency power. CCU will also monitor and coordinate the restoration of electric and natural gas services, along with telephone, water, sewer, and cable television services for normal community functioning.

ESF-12 also involves close coordination with private sector providers of energy and transportation fuels such as propane, fuel oil, diesel fuel, and gasoline. ESF-12 through CCU is also responsible for monitoring and coordinating with the private sector suppliers for such fuels to ensure that adequate supplies of other energy and transportation fuels are available and deliverable for normal community functioning. ESF-12 is also responsible for placing limits on/rationing fuel and energy supplies if needed when supplies and resources are deemed low for Charlotte County.

II. CONCEPT OF OPERATIONS

A. General

When electric utility operating reserves and other service reserves are nearly exhausted, and there is an imminent possibility of curtailment or loss of firm load, threat of distribution service disruptions due to storm or accidents, or when other energy supplies such as natural gas, water, or transportation fuels are disrupted, an appraisal of the situation is made by designated authorities and personnel. At this time action is taken in accordance with this ESF. ESF-12 personnel are notified and mobilized to direct and coordinate relief efforts, communicate with the public and ESF-12 officials in the Charlotte County Emergency Operations Center (CCEOC), and to restore normal service to Charlotte County residents and visitors when the emergency has subsided.

B. Organization

CCU is the lead agency for ESF-12. Other agencies supporting ESF-12 are:

- Florida Power and Light.
- Florida Sprint/United Telephone.
- Charlotte County Public Works.
- Charlotte County Office of Emergency Management (OEM).
- Charlotte County Cable Companies.
- Charlotte County Water Service providers.
- Charlotte County Sewer Service providers.
- Punta Gorda Utilities Management.
- Punta Gorda Public Utilities.

1. ESF-12 is responsible for monitoring and reporting the progress of restoration and providing logistical support for restoration personnel.

   CCU staff their own command center for water and sewer restoration. They report to their representative in the CCEOC. Most of the remaining entities are commercial vendors who have their own response system and are not directed by the CCEOC. However, commercial vendors are expected to provide daily progress reports for planning purposes.

2. ESF-12 will coordinate all public information regarding the restoration of utilities through the Public Information Office at the CCEOC.

C. Notification

1. Upon activation of the CCEOC, the OEM staff will notify the CCU emergency personnel.

2. CCU will notify ESF-12 support agencies as appropriate.

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3. Once Charlotte County resources have been overwhelmed, requests for additional assistance can be sent to the CCEOC Operations Desk. The Operations Desk will analyze, process, and, if warranted, forward the request to the State of Florida ESF-12 desk.

D. Actions

1. Preparedness

   a. All CCU personnel designated to serve as CCEOC representatives shall participate in OEM and/or Florida DEM exercises in which Charlotte County is invited to participate.

   b. CCU will keep an updated list of emergency contacts for Charlotte County service providers.

   c. CCU will staff ESF-12 on a 24-hour basis upon request of the CCEOC.

   d. ESF-12 will report energy restoration progress to the CCEOC daily prior to 4pm for inclusion in the Situation Report.

   e ESF-12 will base energy allocation through a predetermined list of priorities identified in FPL's emergency response plan.

   f. During an activation, ESF-12 will hold daily briefings with Florida DEM regarding the availability and distribution of fuel.

2. Response

   a. ESF-12 will be implemented when notified by the OEM.

   b. CCU and the ESF-12 support agencies will cooperate with all local, state, and federal agencies and public or private entities in achieving the purposes and activities of ESF-12.

   c. The assets of ESF-12 (manpower and equipment) will be used to achieve the objectives of Charlotte County ESF-12. These objectives include:

      – provide sufficient power and fuel supplies to county agencies, emergency response organizations, and areas along evacuation routes.

      – provide, to the extent possible, materials, supplies, and personnel for the support of emergency activities being conducted by the CCEOC or Charlotte County ESFs as requested through the CCEOC.

      – maintain communication with utility and service representatives to determine response and recovery needs.

      – maintain communication with major fuel and other energy providers to determine response and recovery needs.

      – assist the Charlotte County chapter of the ARC and the CCEOC in identifying emergency shelter power generation needs or other power generation needs.

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d. All requests for power assistance and fuel will be sent through the CCEOC Message Center so that they can be prioritized and recorded.

3. Recovery

During the recovery phase of an emergency, ESF-12 will:

a. upon request, coordinate the acquisition of resources to assist county agencies in restoring emergency power and fuel needs.

b. review recovery actions and develop strategies for meeting Charlotte County energy needs.

c. continue to monitor county utility actions.

d. receive and assess requests for aid from county agencies, energy offices, energy suppliers, and distributors.

e. update local news media organizations with assessments of energy supply, demand, and requirements to repair or restore energy or public service systems. This may be coordinated through ESF-14 (Public Information).

f. keep accurate logs and other records of emergency responses.

g. draft recommendations and other reports as appropriate.

h. coordinate, through the OEM, requests for additional assistance to the State of Florida ESF-12.

4. Mitigation

ESF-12 will work cooperatively with other ESFs to mitigate the effects of any emergency. This will include the coordination of available emergency generators for temporary power.

E. Direction and Control

In the wake of disaster, many local resources will be affected due to lack of electricity, water, and/or any of the public services due to damage, inaccessibility, or insufficient supply. CCU, as the lead agency for ESF-12, will coordinate a response, with support agencies and other ESFs, to electric, natural gas, water, sewer, and other public service related requests. When CCU is notified by the OEM that the CCEOC has been activated, the CCU staff will staff the ESF-12 desk in the CCEOC, identify which support agencies of ESF-12 are needed, and assure that these support agencies are activated or put on standby.

All additional resources which may be needed from the State of Florida ESF-12 (Public Service Commission) will be coordinated with and through the OEM Operations Desk only after all county resources have been exhausted.

III. RESPONSIBILITIES

A. Lead Agency: CCU

CCU, as the primary agency for ESF-12, will assume primary responsibility for ESF-12 activity pertaining to emergency situations affecting or threatening any utilities or public services to Charlotte County citizens and visitors. The duties of this agency are:

1. CCU will maintain communications with all utility and service providers, the OEM, and ESF-12 support agencies in responding to and recovering from emergencies regarding electrical shortages, fuel shortages, water shortages, sewer disruption, natural gas shortages, and other mass service shortages such as telephone and cable outages affecting the public after disasters.

2. CCU will maintain communication with other providers of generators and transportation fuels.

3. CCU will contact electric, gas, telephone, water, sewer, and cable utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their area of operations.

4. CCU will develop drafts of emergency ordinances to curtail or limit the use of resources during times immediately after a disaster.

5. Develop procedures for acquiring transportation fuel supplies when a shortage develops in Charlotte County.

B. Support Agencies: All listed above

1. Assist CCU, the ESF-12 lead agency as requested, in response and recovery procedures. This assistance may be in the form of information, equipment, personnel, materials, and/or supplies.

IV. FINANCIAL MANAGEMENT

All costs will be tracked and recorded using tracking and recording methods prescribed by the Charlotte County Budget Office. These methods will be in concert with the State of Florida Disaster Assistance Reimbursement Information Guide. All details must be detailed and concise in case of auditing during the cost recovery process. Costs involve equipment use, man hours (regular and overtime), supplies and materials, and any other costs not noted here.

V. REFERENCES AND AUTHORITIES

Basic Plan

State of Florida Disaster Assistance Reimbursement Information Guide

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EMERGENCY SUPPORT FUNCTION 13: MILITARY SUPPORT

Lead Agency: Charlotte County Sheriff's Office (CCSO)

Support Agency: Department of Military Affairs, Florida National Guard (FLNG)

I. INTRODUCTION

The purpose of Emergency Support Function 13 (ESF-13) is to request Military Support, when required, for Charlotte County in times of major or catastrophic disaster and/or civil unrest.

II. CONCEPT OF OPERATIONS

A. General

Resource requests for military support are coordinated through the State Emergency Operations Center (SEOC). On the County level, all requests for military support are to be coordinated by ESF-13 at the Charlotte County Emergency Operations Center (CCEOC).

As an event warrants, a member of the FLNG may staff the ESF-13 desk at the CCEOC. At this point, all ESF-13 requests will be made through this official. This may occur prior to an imminent disaster when a Governor's Executive Order has been issued. A Governor's Executive Order requires the Adjutant General to work with FLNG commanders to stage military units in or around Charlotte County.

Military resources may only be used when the SEOC has determined that state resources from supporting ESFs have been exhausted. At this time, requests will be given to the State of Florida ESF-13 by other state ESFs in the form of "missions." ESF-13 on the county level will be notified of each of these mission's acceptance by ESF-13 on the state level.

The Florida DEM may request Rapid Impact Assessment Teams (RIAT) run by FLNG. RIATs will make damage assessments on county infrastructures, utilities, residential neighborhoods, businesses, etc. The FLNG will preposition RIATs prior to a disaster, when possible, or immediately following a disaster, and will be prepared to immediately deploy to the disaster areas as conditions allow. Through ESF-13, Charlotte County will provide members of Utilities, Public Works, and other pertinent departments to act as guides for the RIATs and to supply information and materials to the RIATs as needed.

B. Organization

Charlotte County is required to make all requests for military support through the SEOC, the CCSO is the Lead agency for ESF-13 on the county level and will make all requests for military support until an FLNG liaison officer is staffed at the CCEOC. The FLNG is a support agency for all other ESFs located in the SEOC and may provide military support upon request by the SEOC. If necessary, the FLNG will also appoint and staff a liaison officer at the CCEOC.

C. Notification

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Requests for ESF-13 assistance for Charlotte County are made by the CCSO through the CCEOC Operations Desk **only**. All notifications to the FLNG for ESF-13 support are made by the Florida DEM. Once the State of Florida DEM determines the need for FLNG support, FLNG may appoint and staff a liaison officer at the CCEOC. At this point, the FLNG liaison officer will coordinate requests with the SEOC, FLNG headquarters and other ESFs where applicable.

D. Actions

1. Preparedness

   a. Identify the duties and responsibilities of the lead and each supporting agency.

   b. Describe how mission and resources will be coordinated with the FLNG.

   c. Identify the FLNG's Area Command responsible for planning and executing military support operations within the county.

   d. Identify the title or position responsible for maintaining and updating county resources for RIAT.

   e. Provide the reference location of inventory of personnel, data, equipment and vehicles that will be used for the RIAT, including the date of last revision.

   f. Describe the pre-positioning or staging of military support resources.

   g. Identify any planning assumptions that were considered in the development of the military support function and RIAT's activities (i.e., capability limitations, resource shortfalls, use of mutual aid/outside resources and personnel, etc.).

   h. Identify staffing patterns to ensure 24-hour operation of military support operations.

   i. Describe how staff will be contacted with instructions to report to work.

   j. Provide an inventory of County personnel, data, equipment, and vehicles which will be used for the RIAT, including the data of the last revision.

   k. Describe the procedures for requesting the FLNG resources from the SEOC.

   l. Identify the procedures for gathering information and intelligence relating to the disaster or other emergency.

   m. Identify procedures for the pre-positioning or staging of military support resources.

   n. ESF-13 will participate, when possible, in exercises with the OEM and/or the Florida DEM.

2. Response

a. When activated, FLNG units are available to support county authorities during times of emergency or disaster. The FLNG can assist with:

- evacuation.
- search and rescue.
- distribution sites.
- mass feeding.
- rapid impact assessment.
- transportation of supplies and services.
- generator supply and operation.
- Communications.
- debris removal.
- comfort stations.
- water purification.
- aviation operations.
- engineer support.
- emergency medical support.
- base camps for emergency workers.
- law enforcement and security.
- civilian acquired skills.

It must be noted that these resources are only available through the state when state ESF resources have been exhausted.

b. Describe the activities to be performed during response operations (i.e., security, traffic control, transportation, communication, etc.).

c. Describe how military support missions will be prioritized.

3. Recovery

a. During the recovery process FLNG will incrementally withdraw resources as more county and/or state resources become available. This will be done in coordination with Florida DEM.

b. If different, identify the lead and support agencies for military support during the recovery phase of an emergency.

c. Describe the activities to be performed during recovery operations (i.e., security for staging areas, comfort stations, debris removal, etc.).

4. Mitigation

Not applicable to ESF-13.

E. Direction and Control

1. On the county level, all ESF-13 requests will be coordinated with the OEM Operations Desk by the CCSO in the CCEOC. These requests will then be forwarded to the state, or the FLNG Liaison Officer in the CCEOC. The duties of a FLNG Liaison Officer are as follows:

   a. Provide 24-hour support in the CCEOC until initial response and recovery efforts have subsided.

   b. Handle all requests for ESF-13 by forwarding to the SEOC, the FLNG Headquarters, or another ESF if possible.

   First-In Teams (FIT) may already be established for the incident: These teams are trained to perform an initial damage assessment before the RIAT arrives into Charlotte County. If damage assessment needs are still required at the time of the RIAT's arrival, the RIAT will be integrated into the FIT operations.

   Command of the FLNG is exercised through the Adjutant General of Florida, or his designated representative. Command and Control is administered through the Adjutant General's EOC. All requests and mission assignments are received, staffed, and approved by the Adjutant General's EOC.

2. Mission tasking is through normal military channels to the appropriate unit's organization for mission execution.

3. Rapid Impact Assessment: Command and Control is the responsibility of the Florida DEM. All mission assignments for the RIATs are approved by Florida DEM in coordination with FLNG.

III. RESPONSIBILITIES

A. Lead Agency - Charlotte County Sheriff's Office (CCSO)

Process ESF-13 requests, making sure that all county resources that may cover the request are exhausted. At this time, the CCEOC through ESF-13 will send the request to the SEOC.

B. Support Agency - Florida Department of Military Affairs, FLNG Central Gulf Area Command

Note: Only available through request sent through the OEM Operations Desk. The request will then be analyzed, prioritized, and then sent to the Florida DEM.

1. Provide Military Support to civil authorities (including Charlotte County) on a mission request basis, within FLNG capabilities, and within the limitations of existing state law, military regulations, and the applicable Governor's Executive Order. All missions and requests are to be submitted through the SEOC.

2. Policies: In accordance with existing National Guard Bureau (NGB) Regulations, it is understood that the primary responsibility for disaster relief shall be with local and/or state government, and those federal agencies designated by statute.

    a. When the situation is so severe and widespread that effective response and support is beyond the capacity of local and state government, and all civil resources have been exhausted, assistance will be provided.

    b. When required resources are not readily available from commercial sources, National Guard support will be furnished if it is not in competition with private enterprise or the civilian labor force.

    c. National Guard resources will normally be committed as a supplement of civil resources that are required to cope with the humanitarian and property protection requirement caused by a civil emergency or mandated by law.

    d. Assistance will be limited to the task that, because of experience and the availability of organic resources, the National Guard can accomplish more effectively or efficiently than other agencies.

    e. When an emergency or disaster occurs and waiting for instructions from higher authority would preclude an effective response, a National Guard commander may do what is required and justified to save human life, prevent human suffering, or lessen major property damage and destruction. The commander will report the action taken to higher military authority, and to civil authority as soon as possible. Support will not be denied or delayed solely for lack of a commitment for reimbursement or certification of liability from the requester.

    f. The National Guard will be employed with adequate resources to accomplish the mission when conducting civil disaster/emergency relief operations. That determination will be made by the on-scene commander or the senior officer present. Military support to civil authorities will terminate as soon as possible as civil authorities are capable of handling the emergency.

    g. When a public service is lost or withdrawn, and an immediate substantial threat to public health, safety, or welfare is evident, the National Guard may be called to restore and/or continue that public service. It is desirable that supervisors, managers, and key personnel of the public service be available to provide technical assistance to National Guard personnel. In the absence of key personnel, the state Adjutant General will make plans and coordinate with appropriate civil authorities to perform the mission within the capabilities and limitations of the National Guard.

    h. The capability of the National Guard to assist in the restoration/continuation of public services depends primarily on the degree of military or civilian skills possessed by National Guard personnel.

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IV. FINANCIAL MANAGEMENT

The Florida National Guard will deploy members of its State Quartermasters Office to the affected areas with the Task Force and Staff Coordination and Assistance Teams of the National Guard. These personnel will track all expenses incurred during the event. An estimated cost projection is kept for each affected County and an accrued balance is reported to the Florida DEM, which in turn, may be presented to the OEM.

V. REFERENCES AND AUTHORITIES

Florida National Guard Operation Plan for Military Support to Civil Authorities (Located in Charlotte County OEM reference library - Document #136)

Florida National Guard Rapid Impact Assessment Team Operations Plan (Located in Charlotte County OEM library-see Document # 137.3)

All other references are the same as Basic Plan

EMERGENCY SUPPORT FUNCTION 14: PUBLIC INFORMATION

Lead Agency: Charlotte County Emergency Public Information Officer/Charlotte County Office of Emergency Management (OEM)

Support Agencies: Charlotte County Department of Public Works, Department of Transit, Charlotte County Sheriffs Office (CCSO), Charlotte County Fire-Rescue/EMS (EMS), City of Punta Gorda Fire Department, Englewood Area Fire Control District, Radio Amateur Civil Emergency Services (RACES), Boca Grande Fire Department, American Red Cross (ARC), Salvation Army, Charlotte County School Board, Charlotte County Department of Social Services, Charlotte County Health Department

I. INTRODUCTION

The purpose of Emergency Support Function 14 (ESF-14) is to disseminate information on emergencies to the general public through the news media. ESF-14 coordinates, prepares and disseminates disaster-related information to the general public through the local media during emergencies in which the county requires mass assistance.

II. CONCEPT OF OPERATIONS

A. General

ESF-14 is responsible for disseminating information to the media on response and recovery actions taken by the county. ESF-14 will provide the media with an overview of the emergency situation. ESF-14 will not provide detailed information related to personal situations. However, the ESF-14 lead agency will coordinate with its support agencies when disseminating information about county emergency activities. Information must be disseminated from one central source in order to avoid conflict and inaccurate reports.

The Charlotte County Emergency Operations Center (CCEOC) at the Sheriff's Headquarters will be the focal point for planning, coordination, and execution of ESF-14. The public information/Joint Information Center (JIC) area will be established in the CCSO Conference Room at the Sheriff's Headquarters at 7474 Utilities Rd, utilizing the resources of the CCSO as needed. The rumor control center will also be at this location.

Media representatives will be stationed in a Charlotte County Media Room at the CCEOC/CCSO Headquarters. A field media collection point may be determined at the time of the incident.

Translators and TDD capabilities will be used in order to ensure public information dissemination capabilities to these groups as needed.

ESF-14 is also responsible for regular day-to-day, seasonally oriented informational programs about potential hazards and how individual/family and communities may counter them. The previously described responsibility termed "Emergency Public Information" deals with preparation for, response to, and recovery from an actual hazard event. The more effective the regular public information program is, the more effective the Emergency Public Information activities will be. Public information tells people what to do for preparation, response, and recovery. Emergency Public Information tells people when to apply learned knowledge to actual events.

B. Organization

ESF-14 will be staffed by the OEM, the Charlotte County Emergency Public Information Officer (PIO), and PIOs from support agencies.

1. Lead PIO: All ESF-14 work is at the direction of the Charlotte County Emergency PIO and coordinated through the OEM Director. The OEM Director oversees the information flow to the public via the media.

2. Department Spokespersons: ESF-14 will be staffed by the Charlotte County PIO, the OEM Director and designee, who, along with the Charlotte County Department Directors (or their designees), will serve as agency spokespersons.

3. Assisting Agencies: Other agency public information staff will assist with incoming news agency requests for information, preparing new conferences, drafting new releases, and handling reporter and citizen calls.

C. Notification

1. Initial EOC Activation: When the CCEOC is activated, the PIO in coordination with the OEM Director, or designee, will notify public information officers for each county agency and alert them of impending PIO operations.

2. Agency Notification: Each agency will designate a person to assist in emergency public information operations.

D. Actions

1. Preparedness

   a. Identify personnel to meet staffing patterns to ensure 24-hour operation of public information operations.

   b. Describe how staff will be contacted with instructions to report to work.

   c. Provide an inventory of personnel, data, equipment, and vehicles which will be used for public information operations, including the date of last revision.

   d. Identify the procedures for requesting public information.

   e. Identify procedures for the coordinating with the ESFs.

   f. Identify procedures that will be used for the dissemination of information concerning:

      – Preparedness Information (i.e., vulnerable areas for each hazard, what protective actions to take, the type of supplies needed, etc.).

      – Response Information (i.e., evacuation and sheltering information, what to bring to a shelter, etc.).

– Recovery Information (i.e., where to go and who to contact for assistance, etc.).

– Mitigation Information (i.e., pre-disaster measures to alleviate loss, preparedness tips, permits, etc.).

g. List the radio and television stations that will be used to provide information to the public and participate in the local emergency alerting system.

h. Identify pre-scripted public service announcements.

i. Identify procedures for providing emergency information to seasonal visitors and tourists.

j. Describe procedures for providing emergency information to residents who may require special assistance in the event of a disaster.

k. Identify the procedures and materials for informing the hearing impaired, visually impaired and non-English speaking populations.

l. Describe the procedures for providing information on residents of mobile homes regarding their vulnerability and need for evacuation.

m. List the procedures for informing families on the status of individuals who are injured, missing, or deaths will be coordinated with ESF-16 (Law Enforcement and Security) and ESF-8.

n. Identify procedures for the control and coordination of public information.

2. Routine Public Information Programs

Routine public information programs are focused around general public preparedness for potential hazards to which Charlotte County is vulnerable. The following activities are included in preparedness activities:

a. Severe Weather Week - a joint federal, state, and local activity conducted each year in February. Scripted news releases are provided to the media describing weather hazards, county exercises and other emergency management issues.

b. All Hazards Handbook - issues of this are maintained in public buildings and distributed to shopping malls, banks, areas of high public traffic, and assisted living facilities. This handbook is reviewed and updated annually.

c. Public Seminars - these deal with all hazards, but focus on the flood and wind hazards associated with hurricanes. These seminars are presented in three locations around the county prior to hurricane season. These presentations are publicized by both radio, television, and print media and in posters delivered to prominent locations.

d. Interviews - obtained with print and electronic media, are used to publicize public and personal preparations for emergencies.

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e. In-school education - presentations given at the start of hurricane season to 4th and 8th grade students, informing them of the dangers of hurricanes and high winds and how they and their families can prepare for such events.

f. Emergency Management Exercises - conducted at least annually to prepare government agencies for dealing with major emergencies.

3. Response

a. During the time period immediately preceding an event, ESF-14 will integrate warning announcements into its media releases.

b. In addition to this, ESF-14 will provide details describing the action being taken by governments and specific instructions for the public.

c. Local radio and television are the primary means of pre-event EPI dissemination.

d. During the event, EPI will be broadcast primarily over local radio to keep the public advised of the current and predicted impact of the event, status of shelters, and government actions being taken.

e. Information to counter false rumors will also be included in the EPI. Local radio stations accessible to the CCEOC by RACES packet radio will be used extensively to provide current details to the public.

f. All information regarding missing victims and families will be referred to the ARC.

g. All other information on emergency information dissemination can be referred to in the EOC Standard Operating Procedure located in the OEM library.

4. Recovery

a. If different, identify the lead and support agencies for public information during the recovery phase of an emergency.

b. Define the duties and responsibilities of the lead and each support agency during recovery, if different.

c. Describe the activities to be performed during recovery operations (i.e., press releases for recovery activities to assist the public, where to go and who to contact, recovery center location, etc.).

d. ESF-14 will be directed by the OEM Director to inform the public of:

– when and what routes are to be used to return to evacuated areas.

– how to handle the hazards of returning to a possibly damaged home.

– where and when Disaster Assistance Centers will be set up.

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– along with other health and welfare issues.

e. Local radio will be the primary means of dissemination. Instructional and informational materials will also be provided at traffic control points and at other locations where the public is apt to gather.

f. ESF-14 is also responsible for rumor control.

E. Direction and Control

1. Management of ESF-14: All ESF-14 staff work is at the direction of the PIO and coordinated with the Director of Emergency Management. The PIO and Director of OEM coordinate the dissemination of information to the media.

2. Spokespersons: All department heads, or their designees will be the spokespersons for each department.

3. Crafting the Message: During an emergency, ESF-14 can effectively manage communications with the media by crafting messages and by using prepared messages to disseminate to the media.

4. Gathering Emergency Information: The majority of the information that ESF-14 will disseminate to the public via the media will come from situation reports and other contact with ESFs. Situation report information will be double checked by ESF-14 staff before it is released to the media and public; ESF-14 staff should not quote situation reports to the media.

5. Disseminating Emergency Information: ESF-14 will disseminate information to the media/public in the following ways:

   a. News Conferences: ESF-14 is solely responsible for coordinating and executing any new conference involving the PIO or the OEM Director.

   b. Twice Daily Updates: Twice a day, at a minimum, ESF-14 will release emergency updates to the media. These updates contain data on weather, road closures, sheltering, military actions, school/office closings, environmental hazards, and other related information gathered from situation reports, county news releases, and ESF personnel located in the CCEOC. This information is best presented in a concise and organized way rather than in a stream of newsletters throughout the day.

   c. News Releases: ESF-14 will write, edit, and distribute all news releases regarding the emergency. The PIO and the OEM Director will determine what information warrants a news release. Pre-positioned news releases are available in the OEM library (see “Public Information/Releases”).

   d. Broadcast Interviews: To meet the needs of television and radio reporters, ESF-14 will ask department heads, or their designees to serve as spokespersons for on-air interviews.

   e. Citizens Information Centers: The public information centers will be located in the affected areas at Disaster Assistance Centers and locations of common gathering. When there is no incident occurring, the Citizens Information Center will be located in the OEM at 7474 Utilities Rd., Punta Gorda.

6. Media in the CCEOC: When a news reporter enters the Charlotte County Sheriff's District 3 Office to cover emergency operations, ESF-14 should be notified. ESF-14 staff will escort the reporter to a pre-designated area where the media are to congregate. Media members shall not enter the CCEOC unless otherwise permitted by the PIO of the OEM Director. Such instances shall be covered on a case-by-case basis.

III. RESPONSIBILITIES

ESF-14 will be responsible for all media activity related to an emergency and the information which the media disseminates to the public. Thus, ESF-14 shall be the primary contact for all media who contact the OEM regarding emergency activities.

A. Local Government

1. The Charlotte County Emergency PIO, in conjunction with the Charlotte County JIC will:

   a. Maintain strong visibility for the public information function.

   b. Coordinate all news releases, including the releases of pre-positioned news releases.

   c. Ensure evacuation orders from the Charlotte County Board of County Commissioners are clearly defined and repeated as often as possible.

   d. Use all information and dissemination means for general public announcements, such as evacuation orders and storm warnings. This is to include, but is not limited to fax machines, telephones, two-way radios, radio stations, television stations, and newspapers.

   e. Maintain a complete record of all press releases on file. The actual printed response should be filed in the subject file for the particular event.

   f. Organize, schedule, and conduct press briefings as necessary.

   g. Hold press briefings as necessary, but at least annually during the first part of June. At this briefing, a schedule of programs for the entire hurricane season should be made.

   h. Be responsible for rumor control during an emergency. The PIO must be extremely careful to relay information confirmed to be factual. Rumors must be confirmed before any transmission to the public is made. Information such as legally binding evacuation orders and restrictions on open roads and bridges must be approved by the Charlotte County Board of County Commissioners before being transmitted. The PIO should always clear news items through the Operations Chief in the CCEOC.

   i. Encourage local radio stations to establish remote transmit capability from the CCEOC.

   j. Ensure telephone books, information handouts, and evacuation handouts are available.

k. Provide special information to mobile home residents.

l. Provide frequent media briefings to keep media informed and to minimize disruptions of emergency operations.

m. Maintain the following updated information for public dissemination:

– identification of vulnerable areas for each hazard.

– pre-disaster measures to alleviate loss.

– preparedness tips.

– response information, especially evacuation and sheltering.

– recovery information (where to go and who to contact for assistance).

– information on what to bring to a shelter.

2. In addition to the above duties during an emergency, the OEM Director should monitor and coordinate public preparedness activities. Among these are:

a. Develop and print a hurricane information pamphlet for distribution. The goal is for one copy to be in the hands of each county household once a year. Distribution through fire stations, libraries, and handouts at public presentations is recommended.

b. Encourage all civic, fraternal, social organizations, etc. to schedule the OEM for a presentation on some facet of the county disaster plans about once a year.

c. Schedule large-scale hurricane seminars with a featured speaker just prior to the start of hurricane season.

d. Use radio talk shows to promote various disaster preparedness related programs.

e. Distribute or pre-record public service announcements (PSA) for major disaster threats and update annually.

f. Host an annual media conference to mutually discuss the best methods of providing disaster preparedness information to the public.

g. Provide a series of hurricane tips for local newspapers and update annually.

h. During the late spring, organize an effort to inform the public of the help offered to disabled people.

I. Attempt to make a presentation before the local Board of Realtors to accentuate the positive an beneficial side of disaster preparedness.

j. Organize a special education program aimed at the very vulnerable mobile home community.

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B. State Government

1. Communications with the Governor's Office:

   As needed, the State Emergency Response Team Liaison Officer (SERTLO) will communicate with the SEOC. The SEOC will communicate with the Department of Community Affairs Director, who will in turn, communicate with the Governor's Communications Director in regard to emergency orders, state office closings, and media events involving the Governor.

2. Support Agency PIOs:

   The various state agencies may provide information as requested or needed to the state and local ESF-14 desks.

3. State PIO

   The State PIO is the contact point for the following:

   a. Literature on hurricane awareness programs.

   b. Emergency preparedness information materials as required.

   c. State actions in response to the emergency.

   d. SEOC activity.

   e. Types of disaster relief assistance available and locations of Disaster Assistance Centers in and out of county.

   f. Help coordinating news releases for non-governmental relief agencies such as the ARC, Salvation Army, etc.

   g. Liaison with the Federal PIO.

C. Federal Government

The Federal Coordination Officer (FCO) may appoint a Federal PIO if the Federal Disaster Field Office is set up. The Federal PIO will coordinate public information pertaining to federal assistance. Copies of federal government news releases will also be provided through the state PIO.

IV. AUTHORITIES

Same as Basic Plan

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EMERGENCY SUPPORT FUNCTION 15: VOLUNTEERS AND DONATIONS

Lead Agencies: Charlotte County Salvation Army, Charlotte County Office of Emergency Management (OEM)

Support Agencies: Charlotte County Public Works, American Red Cross, Charlotte County Chamber of Commerce, United Way of Charlotte County, Gulf Coast Jewish Family Services

I. INTRODUCTION

The purpose of Emergency Support Function 15 (ESF-15) is to assist support agencies and other ESFs to effectively use offers of volunteer services and donated goods by providing a network of information regarding volunteers and donations.

II. CONCEPT OF OPERATIONS

A. General

The primary function of ESF-15 is to coordinate the provision of donated services and goods to meet the needs of the impacted area. A county coordination group comprised of voluntary organizations and county agencies will be activated to facilitate the acquisition of volunteers and donations based on assessed needs. ESF-15 will not be activated in all disasters, but will be activated if a response is needed to fill a verifiable need within the impacted area.

Volunteers and donations will be prioritized as follows:

From the most affected area to the least affected area, donations and volunteers will be used to supplement efforts regarding:

- Protect and preserve human life,
- Maintain physical and mental well being,
- Protect property.
- Provide housing and clothing.
- Provide unessential life needs.
- Provide recreation, etc.

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B. Organization

County: A lead agency, either the Charlotte County Salvation Army or the OEM Volunteer/Donations Coordinator, or designee, will act as a liaison with county ESF-15 support agencies, state coordinators, and, if applicable, the federal Volunteer/Donations coordinator. ESF-15 will coordinate with county ESFs, keeping within the scope of ESF work agreements, to serve as a source of information as to the availability and coordination of voluntary services and for donated resources.

State: State of Florida ESF-15 and Volunteer/Donations coordinators will follow same organization as above, but on the state level.

Federal: There is no federal counterpart to ESF-15. However, FEMA has a National Volunteer/Donations coordinator available as a resource for assistance to ESF-15. FEMA will establish a toll-free number for nationwide offers of donations. The list of available items is provided to ESF-15 for use in impacted areas.

C. Notification:

ESF-15 will not be activated in every disaster. The Charlotte County Emergency Operations Manager will notify the Charlotte County Salvation Army that ESF-15 has been activated and what level of activation has been requested. When this activation takes place, the following actions will occur:

1. Level III: During this phase, the ESF-15 lead agency will check the contact list to ensure its accuracy and will make courtesy calls to support agencies to provide a current status information on the incident.

2. Level II: During this phase, the ESF-15 lead agency is responsible for notifying essential volunteer agencies, requesting that their emergency representative report to the CCEOC. These agencies will then notify their county, regional, and national offices via their emergency activation plans.

3. Level I: This level includes a full activation of the CCEOC. All participating ESF-15 agencies will be notified. Some volunteer agencies will not come to the EOC, but will have a vital role in the county-wide response. These agencies are included because of their field support activities. State of Florida ESF-15 involvement may be involved here. State and federal agencies are notified and activated at this point.

D. Actions

1. Preparedness:

   a. Maintain and distribute, as necessary, a roster of agency contacts and support personnel to meet staffing patterns to ensure 24-hour operation of volunteers and donations operations.

   b. Describe how staff will be contacted with instructions to report to work.

   c. Provide an inventory of personnel, data, equipment, and vehicle which will be used for volunteers and donations operations, including the date of last revision.

d. Identify the procedures for requesting volunteers and donations.

e. Identify the procedures for contributing volunteers and donations when un-impacted.

f. Identify procedures for the pre-positioning or staging of volunteers and donation resources.

g. Identify procedures for the dissemination /disposal of unused donations following a disaster.

h. Identify procedures for the following:

- items needed.
- people with unmet needs.
- coordination with state and federal officials.
- distribution of unneeded donations.
- participation in disaster recovery centers, staging areas.
- and comfort stations.

i. Identify procedures for the following:

- items/resources needed.
- collection of donations.
- staging of resources.
- coordination with State ESF-15.
- recruitment of volunteers.
- solicitation of donations.
- projecting future needs.

j. Identify training needs and schedule disaster operations training.

2. Response:

a. Describe the activities to be performed during response operations (i.e., identification of items/resources needed, collection of donations, staging resources, coordinating with state ESF-15, public information, recruitment of volunteers, solicitation of donations, projecting future needs, etc.).

b. Describe how volunteer and donation missions will be prioritized.

c. Describe how volunteers and donations will be requested and coordinated with the state ESF-15, national volunteer organizations, and local volunteer organizations.

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d. Describe how volunteers and donations will be collected and coordinated with state ESF-15, national volunteer organizations, and local volunteer organizations, when the county is un-impacted.

e. Identify by title or position, whom will be responsible for maintaining and updating, the database of volunteers and donation of goods.

f. Develop and maintain a liaison with other ESFs regarding available donated resources and goods.

g. Maintain a daily log of activities and action plans, including scheduling staff and submitting situation reports to ESF-5 (Information and Planning).

h. Assist in coordination of field activities of field activities related to donated goods including a Donations Hot Line, Database, Donation Collection Center(s), Staging Areas, and volunteer/donations liaisons.

i. Ensure appropriate information intended for public distribution is given to ESF-14 (Public Information).

j. Develop and maintain a liaison with the State Emergency Response Team Liaison Officer in order to provide information to volunteers and drivers bringing donations (i.e., where to go, who to contact, etc.)

k. Key Information Network Functions

l. Field Activity

– ESF will assist in needs assessments within Charlotte County.

– ESF-15 will assist in directing as hoc volunteers to agencies involved in disaster response.

3. Recovery:

a. Describe the activities to be performed during recovery operations (i.e., identification of items needed, identifications of people with unmet needs, coordination with stat and federal officials, distribution of unneeded donations, participation in disaster recovery center, staging areas, comfort stations etc.).

b. Perform the following Initial Action(s) in the Recovery Phase:

– assist in acquiring volunteers for outreach teams.

– direct County Relief Center(s) to continue to distribute goods and services in an expeditious and organized manner to relief agencies in the impacted area.

– lead agency staff will represent ESF-15 at unmet needs meetings in the impacted area.

– support voluntary agency operations in providing recovery related activities by providing database information.

4. Mitigation/Redevelopment

ESF-15 will participate in mitigation/redevelopment activities as requested by the EOC.

F. Direction and Control

ESF-15 will be coordinated from the EOC during activation. ESF-15 will respond to message control form requests approved by the EOC Message Control Commander. Any requests which cannot be filled by items already available in the ESF-15 resource database or through solicitations made by participating support agencies will be returned to the Message Control Center for reassignment. ESF-15 will notify the originating ESF prior to the message being reassigned. Message updates will be made regarding the progress of acquiring donated items or resources.

Voluntary agencies may continue to be operational when the EOC is no longer activated. Activities would then be coordinated from a Disaster Field Office and may involve limited participation of Recovery Centers or Donation Warehouses.

Volunteers are to gather at a particular staging area, from where they will be assigned to specific volunteer agencies depending upon need and levels of expertise present. These sites will be determined soon after the risk of further damage from an event has subsided.

III. RESPONSIBILITIES

A. Lead

The Salvation Army and the OEM are the lead agencies for ESF-15. The OEM will assist the Salvation Army with coordination of ESF-15 activities.

B. Participating Agencies

1. American Red Cross

a. Provide a liaison to the EOC to sit at ESF-15. ESF-15 personnel should interact with the ESF-15 liaison assigned to ESF-6.

b. Coordinate with the Chapter office and the disaster relief operation to identify unmet needs.

c. Produce a resource directory of services available to the current disaster which will be distributed to each ESF in the EOC.

2. Charlotte County Chamber of Commerce

a. Coordinate with affiliated members during a disaster in acquiring needed donated items.

b. Maintain a liaison with the ESF-15 lead agency - OEM. This liaison will have a list of private resources which are available.

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3. Salvation Army

    a. Provide a liaison to the EOC.

    b. Assist with warehousing and distribution of goods.

    c. Coordinate with the County to determine and address unmet needs.

4. United Way of Charlotte County

    a. Assure proper utilization of volunteers.

    b. Provide liaison between Charlotte County and Florida Association of Volunteer Centers.

5. Gulf Coast Family Jewish Services

    a. Provide distribution of food, clothing, water, and other needed items.

6. Charlotte County Purchasing Department

    a. Maintain a listing of all resources that are available to the disaster operations as they become available. This is to include donations, private, and governmental resources.

7. Charlotte County Public Works

    a. Provide forklifts and other assistance as needed in order to assist in the handling of donations.

IV. FINANCIAL MANAGEMENT

Volunteer agencies will maintain logs and journals on all activities as they pertain to financial matters. ESF-15 will use the State of Florida Disaster Reimbursement Documentation Information Guidebook to assist in documenting expenditures to be later audited and possibly reimbursed.

V. AUTHORITIES AND REFERENCES

Same as Basic Plan

EMERGENCY SUPPORT FUNCTION 16: LAW ENFORCEMENT AND SECURITY

Lead Agency: Charlotte County Sheriff's Office (CCSO)

Support Agencies: City of Punta Gorda Police Department, Charlotte County School District, Charlotte County Public Works, Charlotte County Airport Authority, Charlotte County Office of Emergency Management (OEM)

I. INTRODUCTION

The purpose of Emergency Support Function 16 (ESF-16) is to establish procedures for the command, control, and coordination of all county law enforcement agencies. ESF-16 also establishes procedures for the use of State resources when needed by county law enforcement agencies.

II. CONCEPT OF OPERATIONS

A. General

When an emergency situation is anticipated or erupts, the ESF-16 lead agency, the CCSO, shall enforce the orders, rules, and regulations as decided by the Charlotte County Board of County Commissioners (see Chapter 252.47 F.S.). Overall command and control of emergency actions within the County remain under the purview of the Board of County Commissioners.

The Sheriff is the coordinating point for all requested law enforcement resources. Requests for Military Support to Civil Authorities are the responsibility of the Board of County Commissioners. The Sheriff is responsible for developing the requests for Military Support to Civil Authorities and directing military support unit operations. The normal daily liaison contact between the Sheriff and the Florida Highway Patrol (FHP) should be the same liaison contact used during emergency and disaster situations.

A listing of vehicles and equipment available to ESF-16 can be obtained from the Charlotte County Sheriff's Office Property Clerk's Office, at telephone number 575-5291.

All supplemental law enforcement resource requests are to be sent through the Charlotte County Emergency Operations Center (CCEOC) Operations Desk. They will be analyzed, prioritized, and forwarded to the State Division of Emergency Management, as needed.

B. Organization

The organization of ESF-16 consists of one lead agency on the local level, the CCSO, and all other support agencies are aligned along a horizontal command structure.

C. Notification

The CCSO and the OEM routinely monitor incidents throughout the county that may have the potential for further escalation. If it appears that law enforcement resources will be required beyond those available to the county and its mutual aid agreements, the Sheriff will contact the Charlotte County Emergency Operations Desk in the CCEOC and his liaison at the Florida Department of Law Enforcement (FDLE). The Sheriff's office may also notify ESF-16 support agencies who may also in turn notify their regional offices of need for additional resources and prepare for response.

D. Actions

1. Preparedness:

   a. Identify duties and responsibilities of the lead and each supporting agency.

   b. Describe how missions and resources will be coordinated between lead and support agencies/organizations.

   c. Identify by title or position, whom is responsible for maintaining and updating the law enforcement resource inventory.

   d. Provide the reference location of the inventory of personnel, data, equipment and vehicles that will be used for law enforcement, including the date of last revision. The CCSO maintains an updated resource and inventory list at each of its four district offices.

   e. Identify any planning assumptions that were considered in the development of the law enforcement function (i.e., capability limitations, resource shortfalls, use of mutual aid/outside resources and personnel, etc.).

   f. Describe the pre-positioning or staging of law enforcement resources. ESF-16 agencies are able to identify the number of law enforcement personnel and equipment available to respond inside the county, and outside the county when requested. In incidents such as high profile dignitary events which may result in civil disorder, ESF-16 will pre-position resources nearby in a sequestered manner in order to deter an incident.

   g. The CCSO participates in annual training exercises with OEM.

2. Response:

   a. Describe the activities to be performed during response operations (i.e., security, traffic control, etc.).

   b. Describe how law enforcement missions will be prioritized.

   c. Describe how inmate population will be addressed.

   d. Describe how information will be coordinated with ESF-8 (Health and Medical Services) and ESF-14 (Public Information) for notification of next of kin.

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e. Describe how traffic management will be addressed and coordinated with ESF-1 (Transportation).

f. Assessments – All requests for county law enforcement resources will be sent through the Sheriff or designee.

– Upon receipt of a request, it will be determined whether it is valid and if it can be handled with available resources.

– If the request cannot be handled with available resources, the request will be forwarded to the SEOC, as needed.

– No direct contact will be made with the State in regard to resources unless authorized by the CCEOC Officer. This is per State request.

g. Physical Deployment – ESF-16 agency leaders at the CCEOC will coordinate with the CCSO for deployment of their resources. This includes security for shelters, mass feeding sites, storage facilities, and staging areas.

3. Recovery:

a. If different, identify the lead and support agencies for law enforcement during the recovery phase of an emergency.

b. Define the duties and responsibilities of the lead and each support agency during recovery, if different.

c. Describe the activities to be performed during recovery operations (i.e., security for disaster recovery centers, staging area, comfort stations, etc.).

d. Law enforcement and security assistance from ESF-16 will be required, aside from regular daily activities, well into the recovery phase.

4. Mitigation

Mitigation actions are usually not applicable to ESF-16. However, consideration should be given to an evaluation of each incident after it has taken place in order to identify problems which need to be addressed within ESF-16 to better enhance future emergency response.

E. Direction and Control

1. Control

In accordance with Chapter 22.12 F.S., CCSO is given the command and coordination of county law enforcement planning, operations, and mutual aid.

2. Mission Assignments

ESF-16 agency assignments are determined by the basic responsibilities designated to each member agency as described in III ("Responsibilities" in this Annex). Agency responsibilities typically are those they assume in normal operations with some deviations.

3. First-In-Teams (FIT)

   Once the decision has been made by the Sheriff's Office to deploy these teams, pre-assigned members of the CCSO will lead their teams of county impact assessment workers to determine what damage a disaster has inflicted on public infrastructure, residences, businesses, and other critical facilities within the county.

4. State Resources

   Under the State of Florida Comprehensive Plan, developed by the Florida DEM, the State of Florida ESF-16 counterpart for the Charlotte County ESF-16 is the Florida Department of Law Enforcement (FDLE). This will be the liaison through which state resources are requested.

III. RESPONSIBILITIES

A. State Government

Be responsive to Charlotte County Requests for law enforcement assistance support as made by the Board of County Commissioners through the state area coordinator.

Provide authorization for use of National Guard and Florida Highway Patrol (FHP). Process requests for Federal assistance such as the Civil Air Patrol (CAP), Coast Guard Auxiliary, and Military Support to Civil Authority.

B. Charlotte County Sheriff

1. Operate from the CCEOC when it is operating for a disaster, as the county's primary law enforcement agent.

2. Respond to short-notice disasters immediately as any day-to-day operation, initiating a call to activate the CCEOC as that becomes necessary.

3. Call all available personnel to a duty status starting with the hurricane WARNING announcement, ensuring that all equipment is fueled and ready for use to its maximum capabilities.

4. Maintain local plans to work with both State and Federal law enforcement agencies including the FDLE, FHP, and Military Units.

5. Be responsive to disaster warning dissemination directed by the Charlotte County Board of County Commissioners using mobile public address systems and word-of-mouth to get the information to the residents in the effected area.

6. Establish traffic control points along county evacuation roads when an evacuation is ordered by the Charlotte County Board of County Commissioners or independently for normal day-to-day operations for a disaster.

7. Provide an operator for the CCEOC Sheriff's communications radio and keep a flow of information to the CCEOC.

8. Coordinate emergency response to a major disaster by City Police.

9. Coordinate and supervise the quasi law enforcement actions required of the fire departments in support of the primary law enforcement responsibility.

10. Operate the 9-1-1 emergency phone dispatch center.

11. Monitor the State Warning Point (SWP) phone at all times.

12. Maintain tight security and looter control of evacuated areas until disaster operations are terminated.

13. Provide constant liaison with the FDLE and the FHP. If military units are called in, provide a deputy with each military mission unit to provide arrest authority and control coordination. Military units do not have arrest authority.

14. Provide security at shelters, mass feeding sites, and staging or storage areas as needed.

C. City of Punta Gorda

Make resources available to supplement equipment from the County Engineer and other agencies as requested by the Charlotte County Board of County Commissioners. As an example, this resource request could be used for keeping roads open to facilitate law enforcement actions. The City Police maintains all 9-1-1 calls from the City.

D. County School Superintendent

Provide bus transportation, as needed, to meet the needs of law enforcement. This could include prisoner relocation, if needed.

E. County Public Works

The resources of Maintenance and Operations, such as street barricades, may be called on by the Sheriff for use during emergencies.

IV. FINANCIAL MANAGEMENT

The following procedures are followed by CCSO in accounting for disaster related costs. Each member agency in ESF-16 follows generally similar procedures in accounting for their costs in seeking reimbursement for their agency.

A. GENERAL GUIDELINES TO ACCOUNT FOR DISASTER RELATED COSTS

1. All equipment and maintenance costs will be accounted for on their designated worksheets. These should be updated as necessary.

2. All man-hours will be tracked and accounted for on their designated worksheets. This is to account for regular pay, actual man-hours, and overtime pay (where applicable).

3. All reimbursements will be kept track of, and accounting records will be updated accordingly.

4. All agencies will use the State of Florida Disaster Assistance Documentation Information Guide to assist them in tracking costs so that they can be audited and possibly reimbursed at a later time.

V. REFERENCES AND AUTHORITIES

Chapter 22.12 F.S.

F.S. 250 Military Code

F.S. 251 Florida State Guard

EMERGENCY SUPPORT FUNCTION 17: ANIMAL PROTECTION

Emergency Support Function 17: Animal Protection is comprised of the following agencies:

Lead Agency: Charlotte County Animal Control

Support Agencies: Charlotte County Veterinary Medical Association, Animal Aid Society Inc. of Englewood, Charlotte County Animal Welfare League, Animal Disaster Planning Advisory Committee (ADPAC), Charlotte County Office of Emergency Management (OEM), Charlotte County Public Health

I. INTRODUCTION

The purpose of ESF-17 is to coordinate the response of local and volunteer organizations in providing all animals affected by a disaster with emergency medical care, evacuation, rescue, temporary confinement, shelter, food and water, and identification so that animals may be returned to owner. The coordination may also involve diagnosis, prevention, and control of diseases of public health significance and the disposal of dead animals.

II. CONCEPT OF OPERATIONS

A. General

ESF-17 coordination activities will occur before, during, and after a disaster. They include;

1. Provide emergency medical care for all animals, including commercial livestock, poultry, fish, wildlife, and domestic pets.

2. Coordinate with ESF-15 (Volunteers and Donations) to assign volunteer personnel; coordinate efforts to provide water, food, shelter, and other physical needs to animals; and store and distribute animal food and medical supplies for Charlotte County.

3. Coordinate with ESF-14 (Public Information) to ensure that information is provided on the location of animal shelters and other animal-related matters before, during, and after the disaster.

4. Coordinate efforts to rescue and capture animals. Identify available barns, pastures, kennels, etc. that may be used for animal sheltering and care.

5. Coordinate a system to register identification data in an effort to reunite animals with their owners.

6. Coordinate with ESF-15 (Volunteers and Donations) the storage of emergency relief supplies and their distribution to animal shelters/caretakers.

7. Coordinate with ESF-8 (Health and Medical Services) for the identification, prevention, and control of diseases of animals which have public health significance, including epidemiological and environmental health activities.

B. Organization

ESF-17 is organized to ensure rapid response to animal care needs in the affected areas after a disaster. The lead and support agencies must have a thorough and up-to-date disaster plan that has been coordinated through the Charlotte County Animal Control as the lead agency. The Animal Emergency Coordinator is the designated coordinator for the lead agency.

If Charlotte County Animal Protection resources are overwhelmed, assistance may be requested from the State ESF-17 through the OEM.

Support agencies will operate under the daily leadership of the Charlotte County Animal Control. Support agencies will be appropriately assigned based on their known capabilities and resources.

Charlotte County Animal Control, as the lead agency, will provide sufficient personnel to staff ESF-17 on a 24 hour per day, 7 days a week basis in the Charlotte County Emergency Operations Center (CCEOC), while it is operational, or as requested by the OEM.

Support agencies will be encouraged to develop plans that support their ESF-17 assignments.

C. Notification

1. Upon notification by OEM of a potential or existing incident requiring response, Charlotte County Animal Control will notify all support agencies and organization members by telephone, facsimile, pagers, or radio.

2. ESF-17 support agencies will be instructed to alert their contacts throughout the county to ensure that all available resources are on standby.

3. Other resources inventories will be confirmed for possible use.

D. Actions

1. Preparedness:

   a. Establish a liaison role with the State Emergency Operations Center (SEOC).

   b. Identify the position responsible for maintaining and updating the animal protection resource inventory including medical care.

   c. Develop, maintain and regularly update a list of available animal shelters and confinement areas for Charlotte County. This list will include personnel, such as shelter and confinement coordinators and animal care volunteers and resource information such as fence material, bedding, cages, vehicles, portable telephones, animal traps, animal catch poles, water and disinfectant for cleaning, etc.

   d. Identify local veterinarians' participation in disaster preparedness planning.

   e. Describe the pre-positioning or staging of animal protection resources.

f. Identify local food and water resources for injured, lost or displaced animals.

g. Identify agreements and locations to dispose of large volumes of animals.

h. Conduct at least one training program annually for county emergency animal rescue organizations and other interested persons.

i. Assist in releasing information on disaster planning and safety for all animals through news releases or brochures.

j. Identify suitable facilities for shelters and confinement areas.

k. Maintain a list of medical and non-medical volunteers and agencies that will provide care assistance. This will include information on the type of service being offered, number of volunteers, resources available, contact person with telephone numbers, and logistical abilities of each.

2. Response

a. Identify the activities to be performed during response operations (i.e., emergency medical care, evacuation, rescue, temporary confinement, shelter, food and water, animal disposal, and identification for return to the owner, etc.).

b. Identify how animal protection missions will be prioritized.

c. Identify how those animal operations that require specials services during an emergency will be managed (zoo's, horse farms, kennels, exotic animals, dairies, and other confinement operations).

d. Track the activities of all available animal shelter facilities and confinement areas identified in Charlotte County before, during, and after the disaster.

e. Coordinate with ESF-5 (Information and Planning) to provide information on the location and availability of shelter space, food, and water for animals.

f. Coordinate with ESF-11 (Food and Water) and ESF-15 (Volunteers and Donations) regarding storage sites and staging areas for animal food and medical supplies.

3. Recovery

a. Describe the activities to be performed during recovery operations (i.e., rescue, temporary confinement, shelter, food and water, animal disposal, and identification for return to the owner).

b. Coordinate the assignment of relief personnel and the distribution of supplies from supply areas or staging areas.

c. Coordinate the consolidation and/or closing of shelters or confinement areas, personnel, and supplies as the need diminishes.

d. Assist support agencies with long-term maintenance and placement of animals which cannot be returned to their normal habitat or which have been separated from their owner.

e. With support agencies, will coordinate the animal medical services needed for animal shelter and confinement areas.

f. Coordinate with ESF-1 (Transportation), ESF-3 (Public Works and Engineering), and ESF-8 (Health and Medical Services) for the removal of animal waste and dead animals.

E. Direction and Control

1. ESF-17 will be implemented, as requested by OEM, to provide assistance prior to the occurrence of a disaster.

2. All requests for State ESF-17 assistance will be coordinated through OEM.

3. Charlotte County Animal Control is the lead agency for ESF-17.

4. ESF-17 activities will be coordinated through the CCEOC. The lead agency will be responsible for staffing ESF-17 on a 24 hours per day, 7 days a week basis during all levels of CCEOC activation until otherwise notified.

III. RESPONSIBILITIES

A. Lead Agency: Charlotte County Animal Control

1. Develop and maintain a roster of personnel that will staff the CCEOC 24 hours a day, 7 days a week as long as the CCEOC is operational.

2. Assure the availability of resources for the disaster areas by maintaining a list of the following:

   a. A list of shelters and confinement areas in Charlotte County.

   b. A list of food and water sources provided by support agencies.

   c. A list of animal medical personnel.

3. Establish protocol for prioritizing response activities.

4. Coordinate activities with other ESFs.

5. Be prepared at all times to make status reports.

6. Maintain standard operating procedures that detail all necessary actions.

7. Request assistance from the SEOC when local resources are insufficient to meet the need.

8. Develop plans and agreements for the disposal of animal carcasses and wastes.

B. Support Agencies

The following State and Federal Agencies **may** provide the listed services:

1. Florida Fish and Wildlife Conservation Commission

   a. Assist in coordinating the capture of and evaluation of exotic animals and zoo animals.

2. Florida Marine Patrol

   a. Assist in coordinating the needs of marine life before, during, and after a disaster.

   b. Assist with the assessment of damage to marine life.

   c. Assist with the removal of beached or dead marine life.

3. Other National and State Animal Support Agencies and Organizations

   a. Assist in the coordinating of the outside assistance and relocation of animals outside of the affected area. (This may be organized through the State ESF-17).

4. Other Local Animal Support Agencies and Organizations

   a. Provide volunteer personnel for animal care.

   b. Establish an adoption procedure consistent with Florida Statute 703 for unclaimed, lost animals.

C. Resources

1. Resources required prior to disaster:

   a. Shelters and confinement areas available at the time of evacuation so that owners can leave their animals.

      – Food and water.

      – Identification tags or collars.

      – Medical supplies and possibly a source of electricity.

   b. Personnel

      – Shelter and confinement area coordinators.

      – Animal care volunteers.

2. Resources required for Continuing Operations:

   Fence material, bedding, cages, vehicles, portable telephones, animal traps, animal catch poles, water and disinfectant for cleaning, etc.

IV. FINANCIAL MANAGEMENT

All costs incurred by the primary and support agencies will be recorded and tracked using a prescribed method given by the Charlotte County Budget Department. This method will be in concert to the State of Florida Disaster Assistance Reimbursement Information Guide. All records must be detailed and concise in case of auditing during the cost recovery process.

V. REFERENCES AND AUTHORITIES

Basic plan

State of Florida Disaster Assistance Reimbursement Information Guide

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Risk Management

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11.01 RISK MANAGEMENT AND LOSS CONTROL

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources/Risk Management	July 22, 2008

PURPOSE:

The risk management division's goal is to preserve the County's human, physical, and financial resources from the risk of accidental loss.

POLICY/PROCEDURE:

The major goals of this risk management policy are:

- To eliminate or reduce the risk of loss
- To apply responsive claims management techniques to losses that do occur
- To protect the County budget from catastrophic losses, or an annual accumulation of losses that would cause financial hardship.
- Overall responsibility for the risk management program shall lie with the Risk Manager.

Risk management shall be the responsibility of each department director, manager, supervisor, foreman, and employee.

Risk Management Program Policies

The risk management program is a systematic process to identify, measure, and control loss exposures. A countywide hazard identification system will be implemented by the Risk Manager to quickly identify hazardous conditions and effect repairs. All employees are encouraged to notify their supervisor, department head, or the Risk Manager of any condition that may expose someone to injury or damage. The risk management program is a responsive claims administration system. The risk management division will review all incident reports and claims, and will notify our Third party administrator in a timely manner of all serious accidents or claims. Department heads and supervisor will review all accident reports, incident reports, and claims affecting their organization, and provide timely information to the risk management division.

Accident Review Process

An accident review process shall be implemented by the Risk Management division to review all accidents, incidents and claims to determine their cause, preventability, methods to prevent future occurrences, and claims and litigation defense strategy. The review process should be conducted as an ongoing operation.

Safety Review Process

A safety review process shall be implemented by the Risk Management division to discuss safety issues and get feedback from employees on how to make County operations safer. The safety review process shall take into account standard industrial safety practices and safety orders issued by the state agencies. The review process should be conducted as an ongoing operation.

Insurance

The County will establish self-insurance retention limits consistent with its financial resources. The County will establish reserves on all self-insured losses to recognize the expected future cost, and appropriate funds to cover all self-insured liabilities. Insurance for risks and catastrophic loss potential shall be purchased whenever it is economically feasible, within the judgment of the County Administrator, Budget Director, and the Risk Manager.

SCHEDULED REVIEW DATE:	AMENDED:
[How often should policy be reviewed?]	

11.02 SAFETY AND HEALTH MANUAL

ORIGINATING DEPARTMENT:	ADOPTED:
Human Resources/Risk Management	July 22, 2008

PURPOSE:

To provide for personnel safety and the safety of equipment and facilities.

POLICY:

It is the policy of Charlotte County to provide and maintain safe and healthful working conditions and to follow operating practices and a loss control program that will safeguard employees and citizens as well as contribute to efficient operations. Implementation of this program depends upon supervision within each department. Identification and correction of all safety hazards must have immediate and positive action. Safety and health requirements will be followed and requirements for any specific operation will be detailed in "Safety Operation Procedures" to identify hazardous jobs. All levels of education and training will be used to ensure that the work force is capable of performing its task. Through a good safety and loss control program as well as commitment to safety and responsibility, and effective support to employees can be provided.

PROCEDURES:

Because of the volume, the Charlotte County Safety and Health Program shall be retained in their original format in the Risk Management Department.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

Section 12.00

Miscellaneous Administrative Policies

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12.01 ADVERTISING STANDARD

ORIGINATING DEPARTMENT:	ADOPTED:
Human Services/Transit	July 22, 2008

PURPOSE:

To protect the interests and the image of Charlotte County while maximizing revenues received from advertisers.

POLICY:

Charlotte County Government seeks to place advertisements on Transit property of Charlotte County for purposes of generating additional revenues, promoting County services and programs, and otherwise serving the common welfare of the community. In doing so, the Board of County Commissioners recognizes the need to protect the County's property from advertising which may be deemed inappropriate by the members of the community using County's facilities or through observing the advertising on public rights-of-way.

Compliance with this Administrative Policy does not guarantee the right of placement of any advertisement.

PROCEDURE:

If any provision in the Advertising Policy conflicts with the Charlotte County Sign Ordinance, the Charlotte County Sign Ordinance will prevail.
Advertising shall be accepted solely for commercial establishments and products, excluding the following:

- Alcohol or tobacco products
- Materials or activities of a salacious or vulgar nature or otherwise not in good taste
- Materials not in conformance with local standards
- Materials that contain language of an offensive nature
- Material not in conformance with Chapter 847, Florida Statutes

Advertising from political candidates, parties, political action committees, or other groups espousing views of a social, political, religious or philosophical nature shall not be accepted. Charlotte County reserves the right to discontinue its advertisement programs in any or all of the public property under the jurisdiction of the Board of County Commissioners at any time. Nothing in this Policy should be deemed as to provide for a vesting of rights to remain or place advertisements on any County property. Contracts for the placement of advertising on a property shall contain a provision providing for the termination of any such contracts for the County's convenience without penalties to the County.

SCHEDULED REVIEW DATE:	AMENDED:
As needed	

12.02 THE RAPID PERMITTING TEAM

ORIGINATING DEPARTMENT:	ADOPTED:
Economic Development	July 22, 2008

PURPOSE:

To define and establish flexible guidelines for a public/private partnership effort to maintain and grow a strong economic base in Charlotte County. The Rapid Permitting Team's primary focus is to provide assistance in navigating through the permitting process.

POLICY/PROCEDURE:

There are limits to qualify for this process. The goal of the agencies responsible for issuing or signing off on various permits is to handle every permit as rapidly as possible. However, in order to assist in attracting or retaining quality economic development projects, a more intense and responsive effort is required.

Members of the team are empowered to put priority on such projects originating from the Economic Development Office.

Quality improvement and flexibility are critical to the success of the Rapid Permitting Team. The program, an up front process, does not exist in writing. This allows for the necessary flexibility and continuous improvement that are vital to the success of the program. This also allows for a custom fit for all projects.

The Team facilitator is the Director of Economic Development. Team members:

- County Administrator
- Growth Management Director
- Public Works Director

The County Administrator may request additional department representation depending upon the expertise required.
The procedure for Rapid Permitting is as follows:

- An initial meeting with the client and the necessary team members to identify key check points and look at how the process can be expedited.
- Coordination of on-site inspections
- Direct involvement in resolving difficult permitting issues
- Coordination with other regulatory agencies.
- Negotiate a Developer's Agreement

The Rapid Permitting Team provides a profile on specific properties to help the client understand timing issues as they relate to specific properties. This information allows the client to make a more informed decision relating to his choice of properties. (The team provides information relating to zoning, future land use, existing and proposed infrastructure, concurrency, impact fees, fire protection and procedures for approval of all local permitting.)

How does a Project become a Rapid Permitting Team Project?

- The project must originate from the Economic Development Office with the approval of the County Administrator.
- If the project is of economic development importance, then its success can be enhanced by accessing other resources available in the community and state, such as training, financing, technical assistance, and suppliers. Coordination

through the Economic Development Office encourages this assistance.

- The project is environmentally compatible and meets at least two of the following three criteria:
  - Exports the majority of its products or service outside Charlotte County. (Manufacturers, corporate headquarters, telecommunication centers, distribution centers, etc.) And/or imports dollars from the sale of goods into the local economy. (Regional outlet malls, catalog distribution centers, etc.)
  - The project will qualify under the Charlotte County Economic Development Incentive Program and a Program Agreement is contemplated (Ordinance 2007-055)
  - The Project is located in the Enterprise Charlotte Airport Park and it will utilize the Infrastructure Incentive Project.
- Timing is a critical component in the success of the project.
- The Rapid Permitting Team is a true partnership because the client/owner's consultant must buy into the timing that is established by the "Team" in the initial pre-application meeting. The "Team" recommends that the client use consultants that have a history of projects in the County.

Background

Florida Statutes 420.9072 et seq created the State Housing Initiatives Partnership (SHIP) Program for the purpose of creating affordable housing opportunities for lower income households. Two mandates of the statute are the subject of this Administrative Policy:

a) "The processing of approvals of development orders or permits, as defined in s. 163.3164(7) and (8) for affordable housing projects is expedited to a greater degree than other projects"[1]

b) "The establishment of a process by which local government considers, before adoption, policies, procedures, ordinances, regulations, or plan provisions that increase the cost of housing"[2]

The Charlotte County Board of County Commissioners approved on November 24, 1998 Ordinance Number 90-0710A0 which created a revision to the Charlotte County Code, Section 3-9-5.2 establishing a rapid response expedited permitting procedure and a process for reviewing changes that affect housing cost. The purpose of this Administrative Policy is to establish procedures for implementing the State mandates.

Expedited Permitting

County Code Section 3-9-5.2(b) authorizes the County Administrator[3] to "…certify that an application is, or qualifies as, an Affordable Housing Development when a developer commits to make at least twenty-five percent of the units (or one unit, in the case of a single unit development) to be constructed or rehabilitated affordable and available to low and very low income persons…"

The County Administrator is authorized to provide Affordable Housing Development authorization of single-family homes participating in the Homeowner Rehabilitation Program, which is funded by the SHIP Program. The Housing Corporation of Charlotte County, Inc. administers the Homeowner Rehabilitation Program, and is hereby authorized to attach a copy of the County Administrator's blanket AHD and an AHD stamp as authorization with each permit application requested. All review agencies will accept the AHD designation and expedite the processing of such applications before all other applications being reviewed.

New homes to be owner-occupied, where at least one unit, and not less than twenty-five percent (25%) of all housing units to be constructed for sale to lower income households shall

request AHD designation by form of a letter to the County Administrator that includes:

1. Name and address of the applicant (builder)
2. Development address (street and short legal description)
3. Development address zoning designation
4. Number of housing units to be constructed
5. Number of housing units to be sold as affordable housing
6. Name of proposed buyer (if available)
7. Income certification of proposed buyer
8. Proposed sale price of each unit of affordable and other housing

Based on the information submitted, the County Administrator may provide an AHD designation for specific new construction projects. The County Administrator may consider blanket AHD designations to nonprofit organizations committed to providing affordable housing for lower income groups. Developers must include the County Administrator's AHD designation, along with an AHD stamp to be provided by the County at no cost, to each permit application submitted. All review agencies will accept the AHD designation and expedite the processing of such applications before all other applications being reviewed.

The proposed development of rental housing that will be affordable to lower income households shall be subject to the same certification process established above for owner occupied units. Rental housing expedited pursuant to this section shall remain affordable to qualified low-income households for a period of not less than fifteen years from the date of initial occupancy. In addition to the information to be provided to the County Administrator in numbers 1-8 above, developers of rental housing must also submit:

1. Relevant experience of the development team
2. Information regarding the experience of the proposed property management team
3. Tenant selection criteria, including income verification procedures
4. Proposed operating pro forma
5. Propose financing: construction and operating
6. Proposed rent structure (five year minimum)
7. The County Administrator (or his designee) shall serve as the ombudsman between the applicant and the Charlotte County review agencies. "All Charlotte County review agencies shall give priority review to all AHD applications, reporting items that may result in delay of approval to the ombudsman. The ombudsman shall review any item that may result in delay with the applicant within twenty-four (24) hours of the action necessary to facilitate application approval"[4]

Review of regulations and procedures that affect housing cost

"Any and all changes in code, procedure or process that affect the cost of housing shall be reviewed by the Charlotte County Affordable Housing Advisory Committee"[5] any change to county Code or procedure that affects housing cost shall be referred to the Affordable Housing Advisory Committee before it is considered by the Board of County Commissioners. Changes should be referred to the Affordable Housing Advisory Committee through the Charlotte County Housing Coordinator in the Department of Human Services. The Advisory Committee meets monthly, usually on the fourth Wednesday of the month. All materials related to the requested change should be provided at least seven days before each meeting.

[1] F.S. 420.976(4)(a)
[2] F.S. 420.9076(4)(i)
[3] County Code 3-9-5.2(a) states that "Reference to the County Administrator throughout this section shall be construed to include his/her designees(s)."
[4] County Code Section 3-9-5.2(c)(2)
[5] County Code Section 3-9-5.2(d)

SCHEDULED REVIEW DATE:	AMENDED:
As needed	