

# Charlotte County Weekly Department Highlights

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## Facilities Construction & Maintenance

### Repairs and Maintenance

- The Cultural Center exterior painting is in progress.
- The B200 records office security wall/glass installation is scheduled for September 19-21, 2016.

### Operations

Facilities has negotiated the fees and scope with Matern Engineering to design the backup generator for the Event Center. This process includes meeting with the management team at the Event Center to determine their needs for backup power during a Florida Power & Light outage and then evaluate the current electrical usage to determine the new generator sizing and tie in to the current systems.

### Project Management

- A purchase order is being processed for Kennedy Electric to install occupancy sensor devices at the Grace Street Annex. These will replace outdated manual light switches located throughout the entire building. Once the purchase order is completed and a permit is received, work will commence.
- Cape Haze Pioneer Trail sod installation will be completed this week.

## Human Services

The Senior Services Division finished compiling the results of its annual client survey. We had 151 surveys mailed to frail and homebound Charlotte County senior clients. A total of 55 responses were received back representing a 36 percent return. The survey requested feedback on three focus areas: customer service; value; and change. Average approval rating for case management services was 89% and 91% for providing community resources. Of the home and community services that seniors received they valued Homemaker as the most important service; Case Management second; with Personal Care and Transportation tying for third. Companionship ranked fourth and Specialized Medical and Consumable Supplies took fifth place.

Responses regarding changes included no changes needed, requests for increased services, and improved service delivery to allow for additional time. There were 12 responders with additional questions who will be contacted directly by their case managers.

Clients also shared words of inspiration and confirmation that both senior services staff and community services support their sense of wellbeing/peace of mind, promote happiness in remaining in the community in their own home, promote a sense of safety and security, and assist them in remaining independent. The survey responses along with the many handwritten comments reaffirm that investing in our aging programs are making a real difference in the lives of many area elders in Charlotte County.

## Tourism

Central Florida News 13 and Tampa Bay News 9 "Florida on a Tankful" TV reporter Scott Fais filmed two stories in Charlotte County last week (Sept. 13). One was about TEAM Punta Gorda's bicycle loan program and Harborwalk Scoops & Bites being TripAdvisor's #1 ice cream shop in the country and the other is about fresh, locally sourced seafood at Peace River Seafood. The first story aired over the weekend and the other will air soon on these 24-hour news stations which reach more than 2 million households in the Tampa Bay and Central Florida. His trip was coordinated by the Charlotte Harbor Visitor & Convention Bureau. He has

filmed several other segments over the last few years and this type of media coverage keeps Charlotte County visible in key feeder markets and encourages visitation to the destination.