

**Charlotte County
Board of County Commissioners
Staff Report
December 2011**

Budget & Administrative Services

Budget Department

Fiscal Services Division

- Grants Fiscal Support:
- The following grant and interlocal amounts for roads were collected and invoiced in the month of December for the Public Works Department:
- PW Fiscal items- Invoiced a total of \$49,951.43 for the following grants and interlocal agreements:
 - \$ 9,272.47 to FDOT for US41 right of way maintenance agreement
 - \$40,678.96 to the City of Punta Gorda for utility work along
 - Burnt Store Rd.
- Emergency Management collected \$1,221.75 for the Hazardous Materials Analysis grant from the state of Florida.
- Developed an improved invoicing and trip match system for Transit reporting to be used both as a management tool and for Advisory Board reporting.
- Obtained reclassification of a Service Development Grant from FL Department of Transportation in the amount of \$198,700 to appropriately fund the proposed parking lot at the Transit office located on Airport Road. This parking lot will provide for the safety and security of our Transit fleet.
- Submitted the SHIP 2010/2011 Annual Report to FL Housing Finance Corporation. This report included the close-out of the SHIP 2008-2009 funds. The Annual Report has since been accepted by the FL Housing Finance Corporation as submitted.
- Prepared and submitted a contract modification for the Low Income and Home Energy Assistance Program Contract (LIHEAP) to the Department of Economic Opportunity. This contract modification will move funds from the administrative line items to the direct client services lines to allow for more services for our clients.
- Worked with external auditors on the grant audit for the ARRA JAG Grants.
- Operating And Accounting Support:
- Completed FY12 Adopted CIP Book including cash flows, rollup totals and formatting into a pdf version.
- Developed overtime analysis on FIRE/EMS staff salaries based FY11 payroll data.
- Updated the UF/IFAS (Institute of Food & Agricultural Sciences) on line annual fiscal statement. The statement is used to report Charlotte County's extension office's budget, actual expenses and county salary information. This information is essential for accurate county fiscal figures so that appropriate financial decisions are made for Extension.
- Trained Community Services staff members on using the County procurement system "Works". This is an effort in to have procurement card users countywide to enter account lines and charges into the system on a weekly basis.
- Worked on Energy Cap to complete entry of all Utilities except for CCU water (to be done electronically)
- Impact Fee Report updated and distributed.
- Completed journal entries for Central and Indirect costs for FY12
- Analytical Support For Departments:
- Completed Bond Coverage for CCU for FY11

- Began internal rate study for Waste Management

I.T.

- IT Realignment: – Information Technology continues its realignment by filling the position of Client Service Manager with Eric Bush. Eric has worked for IT for the past year as an Application Support Analyst and at the Helpdesk. Eric brings a unique set of management and technical skills to Client Service and we are excited about the future for Client Services. While we now have our management team in place, we are in the process of filling several technical positions in order to move forward on SharePoint and other projects.
- GIS ESRI Training: – GIS staff attended training provided by our software vendor ESRI on creating and submitting data to the community basemap initiative. This initiative allows municipalities to contribute standardized, high quality, cartographic basemap data in an effort to get a seamless community basemap throughout the region. This will allow us to leverage ESRI resources for web-based applications as well as ensure accurate information is available to outside entities.
- Municipal Broadband: – The IT department has begun to move into a business outreach phase of its Community Broadband initiative. We will be reaching out the local business community to gauge interest in the business community for options with internet connectivity. We met with the EDO, Community Development along with our own consultant to map out the steps we will be taking after the New Year. We will be making a presentation at the Suncoast Technology Forum's February meeting being hosted by Charlotte County about the county's broadband initiative.
- Regional Broadband Project: – The Southwest Florida Regional Planning Council has embarked on a regional broadband project to develop a strategic plan to enhance broadband availability in the region. This is in conjunction with state and national projects. Because of Charlotte County's concrete work in this area, Ray Desjardins has been asked to be a member of the Technology Advisory Committee. The project met in December and Ray facilitated a discussion group about Government performance in fostering broadband usage.
- SharePoint Public Web Site: – Development of the public web portal for the county proceeds on schedule. Content is being placed on the new site and will be presented to the SharePoint Oversight Committee as well as other key stakeholders before public release which is currently slated for March 1st, although an earlier date is hoped for.
 - December Call Statistics:
 - Request for Service Opened Last Month – (requests for new hardware or software products and features...etc.) =195
 - Request for Service Closed Last Month – (requests for new hardware or software products and features...etc.) = 199
 - Incidents Opened Last Month – (hardware or software that is not functioning properly) = 411
 - Incidents Closed Last Month – (hardware or software that is not functioning properly) = 408
 - Change Controls Opened Last Month – (internal configuration changes to server and network) = 8
 - Change Controls Closed Last Month – (internal configuration changes to server and network) = 8
 - Contacts received through Helpdesk – (This is comprised of phone calls, e-mails, web portal & Walk-in Traffic) = 546

Purchasing

- Pre-submittal meetings held:
12-030 Drainage Study – Rotonda West
12-128 Construction Manager at Risk – Traffic Signals
- Proposals due and received:
12-050 Stump Pass Ten Year Management Plan
12-053 Design – CR 771 Widening

- 12-030 Drainage Study – Rotonda West
- Shortlist meetings held:
 - 12-050 Stump Pass Ten Year Management Plan
 - 12-053 Design – CR 771 Widening
 - 12-030 Drainage Study – Rotonda West
- Negotiation meetings held:
 - 11-330 Burnt Store Road – Phase 3
- Pre-bid meetings held:
 - 12-108 US 41 Revitalization Landscape Maintenance
 - 12-099 Knights Island Road Grading
 - 12-110 Solar Hot Water Heaters – Fire Stations
- Bids due and received:
 - 12-025 Sale of County Owned Properties
 - 12-092 Photovoltaic Systems
 - 12-077 Fill Dirt – Annual
 - 12-108 US 41 Revitalization Landscape Maintenance
 - 12-110 Solar Hot Water Heaters – Fire Stations
 - 12-076 Fiber Optic Infrastructure – Annual
 - 12-072 Aerial Adulticide Backup Services
- Quotes due and received:
 - 12-086 Harbour Heights Community Signs
 - 12-065 Solar Blinds – Justice Center
 - 12-112 Handrails for Bridges
 - 12-140 Athletic Marking Dust
 - 12-141 Cleaning Supplies – Fire/EMS
 - 12-125 Underground Boring Tool & Tail Piece
- Work Orders due and received:
 - 12-111 Engineering Technical Services – CCU
 - 12-093 Hydraulic Water Model
 - 12-096 Hydraulic Sewer Model
 - 12-120 Cultural Resource Assessment
 - 12-098 ADA Sidewalk Accessibility Survey

Real Estate Services

- Burnt Store Road – Phase 1 – We continue to address final settlements for parcels obtained through eminent domain.
- Edgewater Phase II – The BCC has approved 72 resolutions of necessity needed for this road project. Staff will move forward as quickly as possible to obtain necessary rights of way and easements.
- Placida Widening – The BCC has approved the right of way acquisition portion of the road project. We have started the acquisition process.
- Environmental Lands Acquisition Program – We are working with staff from Natural Resources to look at seek appropriate sites for potential acquisitions using existing grant funding.
- Flamingo/Edgewater – We are sending another mailing of offers this week. To date, we have acquired, on a voluntary basis, 75% of the right of way needed for this project.
- Public Works, Administration, Community Services and Utilities – We continue to assist these departments and divisions in obtaining easements, title searches and researching land related issues.
- Neighborhood Stabilization Program – The BCC approved a new phase for this program (NSP-3). To date, 24 foreclosed properties have been inspected and we have purchased eight (8) properties. The County's Housing Manager has requested that we hold further actions in abeyance until further notice.

- Murdock Village – Proposed SLD Exchange – We are awaiting further information from the Economic Development Office and the County Attorney’s Office on this matter.
- Surplus County Lands – We have obtained bids for another group of properties (53) that have been declared surplus to County needs. Bids have been reviewed and our recommendations will be brought forward to the BCC for review and acceptance at their January 10th meeting.
- CCU Lift Station Upgrades – We continue to work with several private property owners to acquire lots needed by CCU for their lift station and sewer expansion program in the Rotonda area. We have successfully closed on one residential lot needed for this upgrade program.
- Winchester South Road Project – Based on a request from our Engineering staff, we are working on acquiring an additional parcel needed for this road project.
- Parkside District – We continue to work with staff from Growth Management to obtain a public pedestrian access easement from the Peace River Hospital. We continue to work on a proposed grant of easement to the hospital to properly authorize an existing pedestrian walkway used by hospital staff over an adjacent County owned canal.
- Surplus Land Behind County Jail – The BCC has obtained and approved a sealed bid of \$2,500,000 from Cheney Brothers for the purchase of the 35 acres behind the jail. The required 10% deposit has been made and closing should occur in the coming weeks.
- Habitat for Humanity Land Exchange – This exchanged has been concluded.
- Real Estate Services move from Sun Trust Building to BCS Building – Our offices have successfully been relocated to the BCS building.
- Employee Health Clinic Lease – We were successful in negotiating a month to month tenancy with the landlord. The current lease is due to expire at the end of January 2012. As approved by the BCC, the County will begin the month to month tenancy effective February 1st, 2012. The plan is for the Health Clinic operations to relocate to Health Department Space located on Loveland Boulevard by the end of March. The lease termination for the current leased clinic space will coincide with the planned relocation date to the new clinic facilities on Loveland.
- Fleet Maintenance Lease – A number of options are being considered for this operation including the possibility of having the current operations remain in leased space for an additional one (1) year term starting on May 1st of 2012.
- Support of Economic Development Activities – We are working with the EDO in support of a number of projects including the proposed access road over Airport lands to access the proposed Cheney Brothers distribution center.
- Sewer Expansion Project – Harborview Road – We are working with CCU staff on a proposed gravity sewer expansion from US 41 to Kings Highway along the north side of Harborview Road. Utility easements will have to be acquired for this project.
- North Port Interconnect – Segment B - With the approval of this segment by the BCC, we are now working to have the necessary easements granted by the BCC to the Regional Water Authority to allow construction to occur.

Community Development

- Building Division:
 - The department issued 25 new single family home permits which is in line with previous months and with the same period last year. In addition, the department issues 889 other permits and served 1,913 customers. Although the number of permits is slightly down, the number of visitors to the department is up – this is mainly due to contractor licensing and code enforcement complaints.
 - Expenditure for the month was \$449,917 and revenue \$149,548 which leaves a deficit of \$300,369. This was due to the Central and Indirect allocation of \$282,749 being deducted and the fact that December is a three pay period month. Comparing with fiscal year to date, revenue is approximately 10% down on the same period last year but expenditure is down by 18.5%

- There has been a significant amount of change in the division with respect to staffing. However, all positions have now been filled and the new hires are being trained to ensure service levels are maintained and, where possible, improved.

Item	Total FY11	Dec 2010	Dec 2011	FYTD 2011	FYTD 2012
Single Family Permits Issued	275	25	25	63	62
Multi Family Permits Issued	5	0	0	2	0
Commercial Permits Issued	35	3	0	21	5
All Other Permits Issued	14373	1217	889	3455	2738
Customers Served	24354	1870	1913	5560	5741
Inspections	37925	3777	3050	12437	8770
Permitting Revenue	\$2,137,643	\$164,958	\$149,548	\$487,897	\$441,433
Permitting Expenditure	\$2,150,332	\$696,455	\$449,971	\$1,049,230	\$855,157
Licensing Revenue	\$788,760	\$69,684	\$90,781	\$223,258	\$231,059
Licensing Expenditure	\$1,562,727	\$377,714	\$366,475	\$559,218	\$551,466
Action Orders Initiated	2034	42	42	542	299
Code Cases Initiated	3466	165	232	1003	677
CEB Cases Heard	503	36	49	113	126
Citations Issued \$ Amount	\$31,100	\$500	\$1,500	\$8,100	\$4,500
New Contractor Licenses Issued	17	3	0	5	2
Contractor Licenses Revoked	7	0	0	1	3

- Licensing and Code Enforcement:
- The Licensing division of code enforcement is now fully staffed and as a result there has been a significant increase in the number of licensing cases being investigated by staff. As always, the aim is compliance with the regulations and staff is working closely with contractors in violation to help them come into compliance where ever possible.
- The Vacant Property Registration program is continuing to see a high volume of re-registration of properties and accounts for much of the \$90,781 revenue collected in December. In addition to renewals, the financial institutions are continuing to register more properties in the program.
- Parkside remains a focus of Code Enforcement and the Code Officer assigned to the area is working hard to address the various code issues that exist. During this time of year, the number of complaints about high grass drops significantly which frees up resources to handle more complaints as they are raised.
- The Planning Division
- Parkside Revitalization Initiative:
- The Sun Herald Newspaper organized and Citizens' Round Table to discuss Parkside. Commissioner Constance and County Staff participated, along with many district residents and business representatives. The Parkside Weed and Seed program, which is a partnership between Law Enforcement, Justice System Representatives, Code Enforcement and Human Services, will be holding a kickoff meeting with its Steering Committee, January 11, 2011. The goal of the Parkside Weed and Seed program is to reduce crime and blight within the district.
- Babcock Ranch:
- Murdock Village:
- Staff is drafting a final staff report for the Planned Development rezoning. The rezoning is anticipated to go the Planning and Zoning Board in March and the Board of County Commissioners in April and May.

- Charlotte Harbor CRA:
- The committee held their regular meeting on December 5, 2011. The committee discussed the proposed zoning code revisions and made suggestions for changes. These will be finalized at the January meeting. The committee discussed the changes to the NBR zoning standards and if these changes should be brought forward before the county-wide LDR revisions. The rezoning petition for the Sibley Bay property was discussed. The petition was heard on Dec. 12 by the Planning and Zoning Board and will be going to the Board of County Commissioners on January 24th. The chairman signed a letter from the CRA committee supporting the petition.
- Manasota Sandpiper Key Community Advisory Committee:
- The committee met on Dec. 7th to consider three ARC projects:
- 6ft. PVC Fence application, 1245 Gulf Blvd.
- Community Message Board, ROW @ 2035 Beach Rd.
- Update of "latest" proposed plans for Weston's Resort. Elaine Miller presented the plans.
- Elaine Miller and Bill Truex came to update the committee on Westons. They introduced Michelle Scranton who is the landscape Designer for the project. They showed the landscape plans and explained some of the different foliage. The consensus of the committee was that they are doing a wonderful job in restoring this property. All projects were recommended for approval.
- The committee met on Dec. 21st to consider four ARC projects:
- 6ft. Wood Fence application, 2450 North Beach Road.
- Addition to the Single Family Residence, 1850 Gulf Blvd. Has FDEP Permit
- New Single Family Residence with patio, 2520 N. Beach Road, Lot 34, have reviewed Lot 33
- Screen room under existing carport, 65 Sand Dollar Lane. Has FDEP Permit
- The fence application, at 2450 N. Beach Road, was not approved. The site plan was insufficient, lacking detail of fence and location. Remainder of the projects 2, 3, & 4 were recommended for approval. Former owner of Crabby George's Restaurant spoke of his intent to open a restaurant at 2295 N. Beach Road and was told that an application, by the owner, and a proper site plan would have to be submitted for consideration.
- South Gulf Cove Community Advisory Committee:
- The advisory committee met on December 15, 2011. The committee vacancy was advertised but no interest has been received. The committee discussed holding a town hall meeting in April with the MSBUs to discuss future plans for the community planning committee. The next meeting is scheduled for Feb. 16, 2012. The committee is scheduled for sunset review in May of 2013.
- Grove City Community Plan:
- The committee did not meet in December. The next meeting will be January 30, 2012. The committee will be discussing the sunset provision which will be addressed in February of 2012 before the BCC. The committee will ask to be reappointed.
- Little Gasparilla Island Community Plan:
- The committee met on December 9, 2011. Per Bob Hill, the dock situation and the committee reappointments were discussed. Four committee appointments will expire on 1/22/12. The vacancies will be advertised at the Jan. 10 BCC meeting.
- School Concurrency:
- Nothing new on this item.
- Comprehensive Plan Evaluation and Appraisal Report (EAR):
- Staff continues to work on EAR-based plan amendments.
- Transportation Planning:
- The following transportation planning and traffic engineering related issues were reviewed:
- Bicycle and Pedestrian Master Plan: During the month of December, draft priority maps based on technical analysis were produced and are presented at the second round of public workshops to allow public to comment and input before the preparing the final plan. The second round of workshops was held in various parts of the County from December 14th thru 19th. With these workshops, the second round of workshops was concluded with a total attendance of 70 people.

Combining first and second round of workshops, coupled with voice mails and emails, a total of 150+ people voiced their opinion on the plan. The final draft priorities will be prepared and will be added to the County website for public review by Feb. 15th. After the 30-day review period, final draft plan will be put together and will plan to take to the board in the month of April.

- Site Plans, Zoning Exceptions and Traffic Study Reviews: The following site plans and traffic/transportation meetings/studies were attended/reviewed during the month of December for all potential issues from the transportation perspective:
 - DRC-P-11-09 – Preliminary approval for Cattedock Boat Ramp
 - DRC-PD-08-02 (MM) – Save it All Self Storage at the intersection of US 41 and Harbor Boulevard.
 - DRC-P-11-10 – Preliminary approval for Serenity Cove
- Monthly Meetings and Special Meetings/ Conferences: The following meetings and conferences were attended during this month:
 - FDOT/County/City Coordination Meeting
 - School Zone Safety Issues Meeting
 - Design Contract for CR 771: RFP Selection Process
 - CM @ RISK – Traffic Signalizations: RFP Selection Process
 - Safe Routes to Schools: Potential roadway applications screening with the team
 - MPO Board meeting
 - Bicycle Pedestrian Master Plan – Second round of workshops
- Site Plan Approval:
- We received 4 petitions in Dec.
- 1 – Project conference
- 2 – Preliminary – both denied
- 1 – Major Modification of a PD concept – denied
- Board of Zoning Appeals:
- The Board of Zoning Appeals heard the following petitions on Wednesday, December 14, 2011:
- Petition #VAR-11-08: A request by Eric Wetherington, agent for Francis and Marcia Shields, for a Variance to reduce the required rear yard setback along a waterway from 20' to 18' for a wood deck and from 20' to zero feet for a wooden stairway, in a Residential Single-family-3.5 (RSF-3.5) zoning district, located at 126 Danforth Drive, Charlotte Harbor, Florida
 - APPROVED by a vote of 5-0.
- Petition #VAR-11-09: A request by Mary Sprague, agent for Richard Lake, for seven Variances to reduce the required front, side, and rear yard setbacks, the width of buffers, and location for storm-water facilities, to allow a new multifamily development, in a Manasota Commercial Tourist (MCT) zoning district, located at 2405 North Beach Road, Englewood, Florida
 - APPROVED by a vote of 4-1.
- Petition #SE-11-017: A request by Mary Olsson for a Special Exception to allow a 'Home Occupation' consisting of a home office for her law practice, in a Residential Single-family-3.5 (RSF-3.5) zoning district, located at 4720 Pompano Street, Placida, Florida
 - APPROVED by a vote of 5-0.
- Planning and Zoning Board
- The following petitions were heard by P&Z on December 12, 2011:
- PA-11-10-20 : An amendment to FLUM Series Map #1: 2030 Future Land Use from Charlotte Harbor Commercial (CHC) to Charlotte Harbor Neighborhood Business/Residential (CHNBR); applying an annotation to the 2030 Future Land Use Map stating base density of these properties remains at 0 units per acre until such time as density is transferred to the site; for property located at 4335 Sibley Bay Street, in the Charlotte Harbor area; containing 1.78± acres; Commission District I; Petition No. PA-11-10-20; applicant: Charlotte County Board of County Commissioners.
 - P&Z recommended *Approval*
- Z-11-10-21: Amending the Charlotte County Zoning Atlas from Commercial Intensive (CI) to Neighborhood Business Residential (NBR); for property located at 4335 Sibley Bay Street, in the

Charlotte Harbor area; containing 1.78± acres; Commission District I; Petition No. Z-11-10-21; Applicant: Charlotte County Board of County Commissioners.

○ P&Z recommended *Approval*

● Board of County Commissioners Land Use:

● The following petitions were heard by the BCC on December 13, 2011:

● *ECAP Zoning District Amendment:* the second public hearing to adopt revisions to Section 3-9-51, Enterprise Charlotte Airport Park, Charlotte County Code of Laws and Ordinances.

▪ *BCC Decision: approved*

● *NOPC-11-07-19:* A Resolution pursuant to Section 380.06, Florida Statutes, amending the Master Development Order for the Babcock Ranch Community Master Development of Regional Impact to increase office entitlement from 2,064,075 to 3,500,000 square feet and reduce retail entitlement from 2,925,943 to 1,400,000 square feet, revise Exhibit "F" to reflect results of required Master Traffic Study Update, extend the build-out date to July 5, 2040, extend the expiration dates as well as associated mitigation requirements by four (4) years and correct scrivener's errors; for property located east of S.R. 31, south of C.R. 74 (Bermont Road), west of the Glades County line, and north of the Lee County line, containing 13,630± acres, in the East County area; Commission District I, Petition No. NOPC-11-07-19; applicant: Babcock Property Holdings, L.L.C.; providing an effective date.

▪ *BCC Decision: approved*

● The Engineering Division

● Construction Projects

● 2011 Countywide Paving Program: - The restoration process in the Manasota Key and Road & Bridge Districts was completed, except for Premium Sod. In Tropical Gulf Acres, reclamation on Tribune and Chinquapin was completed, and the contractor began leveling the interior streets. Over 60% of the work has been completed.

● Burnt Store Road Widening Project Phase 1: - The north- and southbound lanes of Burnt Store Road were shifted between the Charlotte Harbor Environmental Center and the south end of the project. Southbound motorists were shifted onto the new alignment at the Charlotte Harbor Environmental Center, continuing to the end of the project. Northbound motorists were shifted to the new alignment beginning at the south end of the project and shifted back to the old alignment just south of the Charlotte Harbor Environmental Center.

● Cheney Brothers Site Roadway Improvements: - This is a design/build project, which is funded by a grant, for a driveway to the property of the future Cheney Brothers site. Staff forwarded an RFP to Purchasing to begin this project ASAP.

● CR 771 (Gasparilla Road) Widening: – The RFP was reviewed and an agenda item prepared for the January 10 meeting to request Board approval for the ranking for a firm to design and permit a new four-lane roadway, which will replace the existing two-lane roadway, extending from SR 776 to the area of Rotonda Boulevard East.

● Melbourne Bridge Replacement: - All piles were installed, and drainage work was begun.

● Pirate Harbor Rock Removal: – The scope of work began being finalized, so the project can be put out for bid.

● Rampart Boulevard Improvement Project:

○ Phase 1 – AROX Construction continued clearing the right-of-way and hauling in fill material between Kings Highway and Loveland Boulevard. Crews began installing the new water main and connecting to CCU's facility on Loveland.

○ Phase 2 – We attained 90% plans.

● Sales Tax Year One Sidewalks:

○ Boundary Boulevard – This project was completed.

○ Collingswood Boulevard – Poured and finished 2,625+ linear feet of 8-foot-wide sidewalk; graded approximately 1,700 linear feet of swale; set 11 drainage structures; adjusted 4 manholes; installed 457+ linear feet of pipe; prepped approximately 2,257 linear feet of subgrade; cleared and grubbed 790 linear feet; paved the intersection of Quincy and

Collingswood to ensure the crosswalk met ADA standards; and installed approximately 5,280 square yards of sod.

- Alton Road – A Certificate of Substantial Completion was issued. The contractor installed all hand-rail, but some of it will be modified.
- Manor Road – Prepped 150+ linear feet of subgrade; poured approximately 455+ linear feet of sidewalk; poured 8 driveways; placed several tons of asphalt to complete a large commercial driveway crossing; and poured a small retaining wall.
- Florida Street – Met with Seminole Railway to discuss crossing their right-of-way without upgrading the whole crossing; and forwarded an FDOT maintenance agreement, required for us to install the sidewalk below the US 17 Overpass, to the County Attorney's Office for review and received their recommended changes.
- Sales Tax Year Three Sidewalks – Reviewed, compiled, and returned 30% plans for Harbor Boulevard.
- Winchester and Flamingo Signalization – Prepared a draft RFP to secure a CM at risk for the three traffic signals and forwarded it to Purchasing; had Finance cut a check to SWFWMD to revise the permit; made an offer to purchase a small parcel of land needed to construct the signal at SR 776/Winchester and received a counter offer; selected the design team; and held the pre-submittal meeting.
- Winchester Corridor Phase 3 Design: – Had conversations with the design firm to modify the existing ERP for SWFWMD and sent them a check to effect the changes.
- Drainage Projects
- Sunshine Lake Water Quality Study: – The Scope of Services and fee were approved.
- US 41 Stormwater Structures: – A draft response letter was sent to SWFWMD addressing the adverse impact issue, and a favorable response was received from their Brooksville office. Staff began preparing a short form modification to the SWFWMD conceptual permit. Once the modification is complete, this project can move forward.
- Rotonda West Drainage Study: – The short-listing meeting was held on December 16, and the item will be going before the Board on January 10 to approve the start of negotiations with the top-ranked firm.
- Desoto Ditch Vegetation Clearing: – A pre-construction meeting was held on December 13.
- GPC Water Control Structures – MOR4.42 and DOR4.22: – The project is 7% complete.
- Dredging Projects
- Stump Pass Ten-Year Management Plan: – The shortlisting was held on December 14, and Coastal Engineering was ranked first. An item is going before the Board on January 10 to approve the ranking.
- Paving Projects
- Bermont Road Safety Improvements - Better Roads worked on installing 4'-wide paved shoulders, starting at SR 31 and heading west on the north side of the roadway. Approximately 13 miles have been completed. This project is at 60% completion.

Community Services

Department Administration:

- Answered 494 phone calls, 21 web mails, 5 citizen action forms, 4 accident/incident reports, and 7 damaged/missing item reports
- Posted 8 press releases
- Verified inventory at the Charlotte Harbor Event and Conference Center for transition of food and beverage vendor contract
- Began discussing possible new seasonal vendors for bicycle tours in environmental parks and preserves
- Appeared on the Golden Hippo Radio Show on WCCF to promote holiday events
- Met with Jeff Drechsler regarding possible water craft rentals at Port Charlotte Beach
- Coordination of dedication ceremony for Ann Dever Memorial Regional Park scheduled for January

- Preparation for 2012 Snowbird Classic

Libraries and History:

- We finished out a successful year on a very positive note! Our visitors for the year are up about 30% and all the other numbers have also shown an increase.
- We completed our annual report to the State and we were very happy with the numbers. 939,134 items were circulated from our Libraries and we hope to break 1 Million in 2012. 644, 532 citizens visited our Libraries so we feel that the word is out on where to go to get great services!
- We had a successful Amnesty and now we are going to purge a lot of patrons that have not visited the libraries in years and titles that have not been on our shelves in years. When that project is complete we hope to have accurate numbers for the first time in several years.
- 63,969 items were checked out
- 46,309 Library visits
- 9,301 computer uses by Public (increase of 1,413 over previous month)
- 416 people attended 33 programs at our Libraries
- 146 patrons requested computer assistance
- We sold \$105.00 in computer guest passes, lot of visitors!
- 65 people came to Café Philo book discussion at Englewood

Charlotte Sports Park:

- Community Services hosted the USSSA Baseball Tournament on 12/9-12/11. Teams throughout Florida competed on the fields at Harold Avenue on 12/9 and then at the Charlotte Sports Park on both 12/10 and 12/11. Estimated attendance at this event was 900 people.
- The Charlotte Sports Park hosted a Ripken Baseball Clinic on December 19-23 from 12-4 pm on Field #5. Attendance at this clinic was approximately 25 youths ranging in age from 8-14.
- The Charlotte Sports Park hosted the Team Maxbat 5-Tool Showcase from December 27-30. This event is held on Field #5, the half-field, and the stadium with approximately 50 invited youths in attendance.

Recreation:

- The four Charlotte County Recreation Centers and two Charlotte County Skate Parks were open a combined 1350 hours and served over 13,700 patrons (paid and nonpaid). There were Fitness, Instructional, Youth Leagues and Arts & dance programs held at each facility. Registration for classes and leagues totaled 2835 with 7337 touches combined. Recreation facilities were rented 26 times achieving a rental attendance total of 2405 people.

Athletics

- Charlotte County athletic leagues and Special Events used County facilities approximately 1,460 hours in the month of December. An estimated 4,344 athletic participants visited County facilities an estimated 8,278 times with 14,489 spectator/volunteer visits for a combined total of 22,767 visits associated with athletic activities. Activities included Adult Softball, Adult Football, Youth Football, Cheerleading, AAU Baseball, Swimming, Tennis, Horsemanship, and Remote Control clubs.

UF/IFAS Extension Service:

Administration

Meetings:

- Purchasing Focus Group Meeting – December 5th – 10 to 11:30 am – Murdock
- Friends For Extension Annual Meeting – 11:30 am – December 13th
- Attended Community Garden Ribbon Cutting – 4 pm – Punta Gorda – December 8th Stewardship, Partnership, Innovation

Reporting:

- All Agents completed and submitted the required end-of-year reporting
- Website Hits: Report: - 53,910 - Summary - charlotte.ifas.ufl.edu –
- Facebook© Page - Charlotte County Extension data:
- 152 monthly active users

Sea Grant:

Publications:

- Staugler, E.A. 2011. "Marine Recreational and Commercial Industries and Activities: Economic Consequences and Impacts ". Water LIFE Magazine. November 2011, Page 7.
- Staugler, E.A. 2011. "When is a Trap Derelict?". UF/IFAS/Charlotte County Extension, Florida. 1pp. Partnership, Innovation

Field Work:

- Volunteers conducted monthly bay scallop cage gardening surveys in Gasparilla Sound and Lemon Bay
- FSG Recompression Field Trials in Gulf of Mexico
- Fisheries Independent Monitoring in Charlotte Harbor with FWC

Outreach Programs:

- Courtesy Clean Marina site visit – the Inn Marina
- Envirothon Academic Challenge

FMNP Alumni Field Trip – Corkscrew Swamp Sanctuary

University Governness:

Meetings:

- Stem to Stern II abstract subcommittee conference call
- Stem to Stern II steering committee conference call

Annual Reporting:

Completed annual Report of Accomplishments/Plan of Work (ROA/POW) for UF/IFAS

Effort Report for UF/IFAS

OARS Report for Florida Sea Grant

Annual self and CED evaluations for UF/IFAS

4-H Youth Development:

- State Marine Ecology Event - Ten Charlotte County 4-H members competed in the State Marine Ecology Event. One senior team of four placed second, and one junior individual placed second. These youth have incorporated respect of marine life, knowledge of the seafood industry, knowledge of water pollution and conservation, and knowledge of the impact of beaches and shorelines on the economy into a year-long 4-H project.

Leadership Workshop

- Thirty-three 4-H club officers completed a three-hour leadership workshop conducted by the 4-H agent. Topics of the seminar included: teamwork building skills, communication and personal presentation skills, Robert's Rules of Order standards, conflict resolution and cultural diversity.

4-H Project Club Meetings in December

- Over 130 4-H members and their parents participated in 4-H project club meetings in December. These club gatherings strive to meet the Essential Elements needed by all youth: a positive relationship with a caring adult, a safe emotional and physical environment, an inclusive environment, engagement in learning, an opportunity for mastery, an opportunity to see oneself as an active participant in the future, an opportunity for self-determination and an opportunity to value and practice service to others.

Horticulture:

Site Visits:

- Vivante - 2950 MARION ST. – PGI - Visited with Landscape Committee Representative concerning mulch issues and general landscaping items

Programing:

- GI-BMP Training – Fertilizer Ordinance, turf, irrigation, landscape and pesticide Best Management Practices

Special Outreach:

- Master Gardener Christmas Luncheon
- District IV Green Team Meeting – Charlotte County Host

Florida Yards and Neighborhoods Outreach:

- Maple Leaf site visit

- Sunrise Rotary rain barrel talk, 100 attendees
- FYN standard yard recognition

Charlotte Sun Newspaper Articles:

- Potential Readership: Average Circulation - 44,028 Website: 25,000 hits per day
- “The amaryllis, another great holiday gift plant”
- “A “living” Christmas tree that you can plant right here in Florida”
- “Recruiting volunteers for the 2012 master gardener training class”
- “Geraniums in containers – mobile color”

Facilities, Construction and Management

- Projects:
- Community Services:
 - San Domingo Park Phase 1: The committee approved proceeding with the project as designed. The bid package was compiled, forwarded to fiscal, and processed to purchasing. The documents are in queue at purchasing awaiting start bid process.
 - Bay Heights Boat Ramp: The design team working on the Environmental Resource Protection package for FDEP. A meeting is being scheduled FDOT regarding the site access.
 - The Cookie House Restoration: New trusses and sill plates have been installed. Tongue and groove roof decking expected to be accomplished next along with the new roof.
 - Cattle Dock Road Boat Ramp: The project received the county storm water permit. The preliminary site plans review was completed. The design team is working on the Future Land Use map change. The design team is continuing with the 95% documents.
 - Englewood Library Expansion: The plans are in plans review at the building department. The building, mechanical, electrical and plumbing reviews are remaining with all other reviews being approved.
 - South County Regional Park Soccer Concession Stand: The team has completed the site layout plan. The design team will submit for the SWFWMD permit in January.
- Human Services:
 - Human Services Building: The staff reviewed the facilities for punch list items. The contractor is completing the items. The Human Services, Veteran Services, and Family Services staffs are scheduled to move in mid-January.
 - Employee Health Center: The contractor started the build out on December 1st. The wall framing, door frames, electrical rough, plumbing rough, and sheetrock is installed.
- Operations:
 - Energy Efficiency Program: Cedar Point Park solar lighting project is scheduled for completion on January 6th. Solar PV projects are underway. Fire station solar hot water projects have been awarded and building permit applications have been submitted. Stakeholder meeting to discuss Performance Contracting is scheduled for January 9th.

Human Resources

- Employee & Labor Relations:
 - IUPAT negotiation meetings
 - IAFF contract negotiation meetings
 - Employee related issues
 - Facilitate New Hire Orientation
 - Continue with the implementation of NEOGOV Application System
 - Participate in conference calls with NEOGOV Implementation specialist
 - Recruitment related activities and hiring processes
 - Halogen e-Appraisal assistance
 - Discipline related conversations and activities
 - Monitor the community service program with Courts System
 - FMLA Processing

- FMLA monthly report
- Tasks associated with Employee of the Month
- Legal Discussions
- Miscellaneous advisement/investigations/coaching/development conversations
- Benefits Related:
 - Facilitated Orientations
 - Process Tuition Reimbursement Requests
 - Prepare orientation booklets
 - Provide Customer Service to employees
 - Produce Service Awards and letters to employees
 - Self- service assistance regarding on-line applications & Eden self-service system
- Learning & Organizational Development:
 - Halogen assistance for employees and Management
 - Employee Development Needs Analysis
 - Facilitate Discipline, Investigations and Grievance Class
 - Facilitated Management Orientation
 - Monthly service awards
 - Tuition Reimbursement
 - Created 2011 Employee Development Needs Analysis Survey
 - Prepare for January Ambassador Program rollout
 - Miscellaneous coaching/development conversations
 - Professional Development to include webinar, reviewing industry journals, etc.
 - Prepared FRS & ICMA Flyer and sent to all employees

Human Services

Staff activities:

- Dial – a- Ride has added a new “to cancel press #4” option to the DAR call tree. So far this has been a time saving tool for clients to cancel their scheduled trips rather than waiting for the next available dispatcher. Dispatchers see the cancel trip line and they are able to pick up the line to get the trip cancellation information. This new line is expected to reduce client no shows and fuel consumption/costs.
- The Transit Division has new handheld radios for the bus drivers, the operations supervisor and the operations coordinators. If needed, the new radios enable staff to speak to specific individuals rather than broadcasting to everyone with radio access. Transit will also be able to speak to the Fleet Management Division and Emergency Operations.
- The Housing Division received approval from Housing & Urban Development (HUD) to allow the Charlotte/Desoto Building Industry Association (CDBIA) to rehab a house with green and energy efficient materials for a model to the Parkside District. The CDBIA have agreed to donate the labor and whatever donated materials they receive to the project.
- This holiday season Human Services staff picked up 120 gifts for Charlotte County needy seniors which were donated by generous community residents through the NBC-2 /Perkins Restaurant and Kiwanis Club’s annual Giving Tree Program. Human Services staff participated in delivering gifts and food to frail and isolated seniors and food to homeless veterans. Staff also donated toys and clothing to children recently admitted to the Guardian Ad Litem program.
- Transit Operations Supervisor, Fred McKenna, spoke to the residents of Villa San Carlos in Port Charlotte about the services and programs offered by the County’s Transit Division. The main interest of the residents was that they would like to know when the Transportation Disadvantaged Program, known as Sunshine Ride, goes to their facility for shopping trips and also if they could go to special destinations on occasion. Sunshine Ride is now working on a monthly calendar for Villa San Carlos and other facilities located in Charlotte County to inform residents that may not be aware of the Sunshine Ride schedule. A monthly schedule is expected to be available in late January.

- Staff attended the quarterly provider meeting conducted by Senior Choices of Southwest Florida (aka Area Agency on Aging for Southwest Florida). Topics of discussion included the upcoming Request for Proposal (RFP) funding cycle for the State funded in-home elder care programs including: Community Care for the Elderly; Home Care for the Elderly and Alzheimer's Disease Initiative. New funding cycle will be a six year cycle with annual contract renewals. New cycle will begin with the State Fiscal Year starting July 1, 2012. Charlotte County Human Services/Senior Services Division administers these programs and provides case management and support services to over 500 frail seniors each year.
- Staff has continued to prepare for the upcoming move to the new Human Services facility on Loveland Boulevard. Family Services; Senior Services; Housing Services; and Veteran Services will now be co-located at the County's first LEED certified building. Move is planned for mid-January 2012. Transit services including transit bus fleet will remain located at Airport Road in Punta Gorda.
- Veteran Services Staff participated in Pearl Harbor day recognition events in the community.
- Senior Services staff attended seminar on "Power of Attorney". Session offered several significant changes to language and content for power of attorney paperwork. New laws affect the way spousal rights have been viewed and implemented over the past several years. Good information for staff when working with the frail elderly and their families.
- County received base fund increase and carry forward funds in the Community Services Block Grant (CSBG). This grant supports the family self-sufficiency program. Increase will be targeted to program needs and taken to the Community Action Agency Advisory Board for review.
- As required by CSBG, Department conducted democratic election for the open West County position on the Community Action Agency Advisory Board. The position represents the low-income and disadvantaged population in East Englewood. Election for vacancy in Charlotte Harbor will be conducted in January. Both elected candidates and the full Board membership will be taken to the Board of County Commissioners in January as required annually by the grant.
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Public Safety

- Animal Control: Nothing to report.
- Emergency Management:
- The month began with the Director participating in a research study being conducted by Dr. Betty Morrow of Florida International University. Her study is focusing on what Emergency Managers in hurricane-prone areas would like to see in the way of graphics that are produced by the National Hurricane Center to advise and warn the public relative to storm surge. NOAA is looking for new and better ways to depict the threat and to educate the public (who often have little understanding of the issue) as to the significance of this hazard and its relationship to hurricanes.
- The Coordinator participated in a planning meeting for the Florida International Airshow. As disaster planning officer, he is responsible for helping with exercises that prepare the airshow committee for any eventuality. The airshow is in March and will conduct a table-top exercise (as they do each year) in advance of that date.
- Director attended a meeting of the Local Emergency Planning Committee (LEPC), of which he has been a member for 24 years. The group has representatives of Public Safety agencies, business & industry, hospitals, elected officials and the media. Quarterly meetings held at the Southwest Florida Regional Planning Council in Ft. Myers, focus on discussion of recent incidents, training opportunities, exercises and making the public aware of what materials of a hazardous nature are utilized, manufactured and stored at facilities throughout Southwest Florida.
- At mid-month, our office hosted the Region 6 Division of Emergency Management meeting at the EOC. Representatives of all 10 Southwest Florida Counties were in attendance. The Region is currently without an Area Coordinator, but indications are that a Charlotte County native just returning from a military reserve deployment to the Middle East, has been tabbed for the job. He has worked for three years at the State EOC and will do a great job as our liaison to Tallahassee.

- The first meeting of the Charlotte County Red Cross Advisory Board was held at mid-month as well. This group, consisting of those who served on the local board before last year's consolidation of the Manatee, Sarasota and Charlotte Boards into the Southwest Florida Board, will continue to spearhead local fundraising efforts and make every effort to maintain visibility of the organization. All operational aspects of the Red Cross in this region are based in Sarasota and the region is now part of the Greater Tampa Bay Area Chapter.
- The State DEM Director's conference call was held as scheduled the week before Christmas and few items of great import were discussed, due to the number of county director's on leave for the holidays.
- We held the first meeting to discuss the location and timing of the next CERT (Community Emergency Response Teams) training class. The class will be in Port Charlotte at the First Methodist Church due to their willingness to host and the excellent facilities we have previously utilized there. The class is scheduled for March and will stretch to mid-April. We will begin to publicize this shortly and will work with our partners at Senior Friendship Center of Charlotte County, to register and later notify attendees of details related to the training.
- Emergency Planner Lynne Stickley received word that her application had been approved for Florida Professional Emergency Manager. Lynne has worked very hard over the past four years to learn the Emergency Management business and complete the training and exercise requirements for her certification from FEPA (Florida Emergency Preparedness Association).
- Fire/EMS:
- Charlotte County Fire / EMS worked this week doing several things with our community. They worked with Grove City Manor in West County for Injury Prevention and helping them with safety plans.
- Crews provided 2 home safety checks this week for residents and installed smoke detectors.
- We also participated in the Lutheran Church of the Cross Touch a Truck Event.

Public Works

- A presentation was made to about 20 members at the December Curmudgeon Club breakfast meeting by the Solid Waste Division. The Landfill gas-to-energy project was described, followed by a question and answer period. The gas-to-energy project has reached its final phase and is generating electricity as a revenue source for Charlotte County.
- On December 5, 2011, the Solid Waste Division made a presentation to volunteers and guests of the Charlotte Harbor Environmental Center (CHEC). The presentation covered a brief history of recycling and the current trends in Charlotte County. Plans to increase and facilitate recycling in the community were discussed. A short video about single stream recycling was presented showing how recycled material is electronically separated and packaged for sale in the commodities market. Additional information was presented about the history of the Household Hazardous Waste (HHW) program as well as the services provided by the Mini-Transfer and Recycling Stations in Murdock and Englewood. The disposal of used motor oil, batteries, sharps (needles), old medicines and other chemicals was also discussed. Of special interest was the information about the free Sharps program and its benefit to the many residents and pets in our community by keeping used needles out of the Landfill waste stream as well as out of the streets, parks and beaches.
- Drainage was re-established on Knollwood Street in the Tee and Green area including the cleaning of a ditch from Knollwood to CR 74.
- Maintenance work in the Greater Port Charlotte area included shoulder repairs on Worth Avenue and pipe replacements that were completed ahead of the 2012 paving program in the area of Peachland, Quesada, Lakeview, Collingswood and Midway roadways.
- Keep Charlotte Beautiful received the Keep America Beautiful President's Circle Award. It was presented at the President's Circle Award ceremony, conducted during Keep America Beautiful 58th annual National Conference in New Orleans. The President's Circle Award recognizes exemplary performance made by certified affiliates of the national nonprofit to reduce litter, minimize waste, recycle, and beautify their local communities. To qualifying for the award, Keep

Charlotte Beautiful has met Keep America Beautiful standards of excellence by conducting an annual Community Appearance Index, calculating the affiliate's cost/benefit ratio, and engaging volunteers to take greater responsibility for their community environment. In addition, award recipients must conduct activities in Keep America Beautiful three core focus areas of litter prevention, recycling, and waste reduction, and beautification and community greening.

- Keep Charlotte Beautiful was also honored for distinguishing itself as an exemplary volunteer organization. Taking third place in its category, the organization was honored for its outstanding Cigarette Litter Prevention Program. The Keep America Beautiful National Cigarette Litter Prevention Program Awards are open to all affiliate participants for their cigarette butt litter reduction efforts during 2011. The honored organizations are those who addressed and implemented the program's four key strategies: encourage support of litter laws that include cigarette litter; raise awareness about the issue using public service messages; place ash receptacles at transition points such as entrances to public buildings; and distribute pocket ashtrays to adult smokers. The award came with cash and in kind donations of \$1,500.
- On January 2, 2012 the County's contractor for cured-in-place pipe (CIPP) started work relining two pipes in Deep Creek and two pipes in Greater Port Charlotte. CIPP lining is a trenchless rehabilitation method used to repair existing pipelines. It is a joint-less, seamless, pipe-within-a-pipe with the capability to rehabilitate pipes ranging in diameter up to 110". The selection of these locations was based on physical and environmental conditions that made conventional pipe replacement a less desirable option.

Tourism

Visitor and Convention Bureau:

- Accommodations tax collections were up 9% in November and 6% in December over the previous year. Reports from counties to the north and south point to a very strong season for the entire Gulf Coast. We are also noticing a significant increase in visitors to our information center.
- The Charlotte Harbor & the Gulf Islands mobile site goes live on Monday, January 16! Unlike a dedicated application for iPhone or Android, this mobile version of our website can be accessed from any phone that can access the web. It looks and feels like a dedicated application but its accessibility isn't limited to a specific phone type.
- The 2012 Official Charlotte Harbor & the Gulf Islands Visitor Guide is at the printer. The number of guides printed was increased from 80,000 to 100,000 which will enable us to increase local distribution during high season.
- For the first time, our Visitor Guide will be transformed into an e-book (through NxtBook) and will be available on our site as well as many community sites. Advertiser's and other links will be clickable within the guide, giving visitors instant access to that additional content. We plan to translate the e-guide, first, into German and then additional languages.
- The Charlotte Harbor Hospitality Association (CHHA) continues to grow. The association's membership is open to anyone interested in tourism development in Charlotte County. CHHA members come from hotels, attractions, media, hospitals, banks, restaurants and many other area businesses. On January 6, 23 people attended the CHHA meeting at Babcock Wilderness Adventures. Many were visiting the attraction for the first time. One objective of CHHA is to provide opportunities for area businesses, interested in tourism, to become familiar with other tourism related businesses and attractions. The next CHHA meeting will be held February 13 at the Englewood Chamber. The program will be "Identifying Your Customers."
- The International Federation of Disabled Sailing Worlds has generated significant economic impact for Punta Gorda and Charlotte County. More than 500 room nights were generated at just one hotel during the event. The VCB appreciates the work of Brian Gleason in bringing this world class event to Charlotte County.
- The VCB is working with Florida Gulf Coast University on a Customer Service program. A meeting will be held on January 26 with the Englewood, Charlotte County and Punta Gorda Chamber of Commerce to discuss how we can maximize the benefit of this program. The quality of customer service is as more important than the attractions a destination has to offer. If a customer has a

negative experience due to indifferent attitudes or poor service, blue water and sunshine won't make up for it. He'll likely find another place with blue water, sunshine AND excellent service.

- The Atlanta Journal-Constitution ran the calendar listing for the Punta Gorda Wine and Jazz Festival in the Sunday, January 8 issue. The Sunday edition of the newspaper has a circulation of more than 420,000.
- Florida Travel & Life covered Punta Gorda as a culinary destination, including Pies & Plates, OPUS and others in the February Issue.

Utilities

- Engineering Services:
 - Major Work Orders: 826 Locates Processed From Sunshine State One Call; 2 Developer Agreements Prepared; 71 Active Developer Projects; 89 Residential Service Availability Letters Prepared; 0 Commercial Service Availability Letters Prepared; 6 Residential Service Applications Processed.
 - Operations Division:
 - Treatment Facilities:
 - Installation of the new high service pump "C" at the Burnt Store RO plant was completed and tested.
 - Water Quality: 289 cross connection inspections were completed and 8 backflow preventers tested.
 - Personnel: we are pleased to welcome Kevin French to Treatment Facilities. Kevin is a water treatment plant operator working at the Burnt Store RO Plant.
 - Water Distribution:
- Distribution System: exercised 325 system water valves; maintained and flow tested 166 hydrants for system maintenance; installed 7 new service lines. FDEP dropping the consent order for South Gulf Cove.
- Personnel: the position for Water Treatment Plant Operator has been accepted and should be filled in mid-January 2012.
 - Wastewater Collection:
- Gravity/Force Mains: 51 manholes were inspected and 21 of those were cleaned along with the downstream gravity sewer main with the Vac-Con; a sewer service was installed at the lift station on the Faith Lutheran Church property to tie-in the church next door; TV crew cleaned and televised 8,736 feet of gravity sewer main.
- Lift Stations: the Burnt Store Colony package plant was taken off-line and the rehabbed lift station was tied into the new force main; currently in the process of installing the Geo-Web to the lift station. Lift station rehabilitation assessments were completed for 3 older stations; reconfiguring the Data Flow SCADA system to better suit the County's needs - entering all the necessary point numbers into key words in order to produce the daily pump performance reports.
- Low Pressure Sewer: completed 3 mandatory connections; completed 1 new service tap.
- Personnel: no updates available.
 - Business Services:
- Electronic bill: the new Bill View is now available to our customers via CCU website. A "latest news" feature has been added to this component to keep our customers up-to-date of daily activities such as boil water notices, hydrant flushing, line breaks, etc. Development is progressing on "self-service" component of the program. Work continues on the electronic bill.
- EZ-Pay: CCU now offers five methods of electronic payment: cash, checks, ez-pay, IVR, Global and check free. 57% of our customers use electronic payments. We are now exploring adding a "pay by IPOD" feature to our collection efforts.
- AMR Replacement/Fixed Based Meters: of the 26,963 customers with AMR transponders 3,105 have ITRONs and 23,858 have Orion; 26,963 represents 47.96% of our customer base with AMR meters.

- Customer Service: total number of customers to the lobby was 926.
- Delinquencies: total delinquency revenue for the month: \$111,678.30 FY-YTD total: \$327,279.10.
- Watering Violations: no watering warnings or violations were issued.
- North Port: December marked one year for CCU being contracted as the lock box (check processing center) for North Port. We processed 4,618; total revenue for December was \$805.97; total year to date revenue \$2,415.
- Share-point/Doc Mgt.: currently have 81,227 documents ready to be transferred to Share-point.
- Accounts Receivable: the accounts receivable over 90 days went from 43.85% in November to 43.91% in December. The accounts receivable within 30 days went from 42.93% in November to 47.72 in December.
 - Water Conservation & Public Outreach
- We are current in SWFWMD modified Phase III watering restrictions. CCU web page updated to provide more information on water conservation.
- Misc., Safety & Security: we have identified cameras and installation sites for cameras at Eastport, PO should be issued in January to commence work.
 - Human Resources
- Total positions: 201. Total vacant positions: 1 Engineering Technician – currently recruiting.
 - Phase 1A Punta Gorda Interconnect
- No change.
 - PR/MRWSA Water Resources
- No change.
 - E&W Spring Lake Area Pilot Study
- No change.
 - Babcock Ranch
- Water Use Permit for 3 MGD / 93 MG Max Month of raw water issued by SFWMD on 12/21.
 - Regional Reclaimed Water Expansion Phase 2
- *Transmission Main (Stage 1)*: the designs for the new 24” force main to the West Port WRF and the new meter assembly including the by-pass piping were completed and added to the plans. The plans are now considered complete. The plans, specifications and details are being forwarded to SWFWMD for approval to place the transmission main construction out to bid.
- *Pumping Upgrade (Stage 2)*: the engineering consultant has determined the most desirable location of the pumping station and started working on the Preliminary Design Report which will contain their recommendation.
- *Storage Pond (Stage 3)*: work continued on the design of the pond liner and details. The consultant started work on the ERP permit application to the FDEP.
 - Burnt Store RO Water Plant Expansion
- The two new pumps are installed and the operation will be synchronized in mid-January.
 - Burnt Store WRF Expansion
- New permit was received the end of December.
 - East Port WRF Expansion
- The permit modification will be submitted in mid-January. Final plans continue.
 - Gateway Harbor Walk Design
- A public restroom is being proposed and the proposed sewer will be a LPS system connected to CCU and the water will be connected to Charlotte Harbor Water Association. Awaiting final plans.
 - US 41 Widening Enterprise Drive – North Port
- A 30% review meeting with FDOT and their consultant is scheduled for January 14, 2012.