

Charlotte County update for 3/23/16

Edgewater project hits halfway point

By Raymond Sandrock, Charlotte County administrator

At the halfway point of the Edgewater Boulevard widening project, I'd like to provide a status update.

The bulk of the utility work has been completed. Water mains and force mains have been installed, tested and are in service. The contractor has begun building the lift station on Altoona Boulevard.

Work on the three bridges continues on schedule. The contractor is completing the barrier walls, sidewalks and median islands on the West Spring Lake Bridge. All the East Spring Lake Bridge substructure work has been completed and the contractor is scheduled to start work on the Sunrise Bridge next month.

Paving will be laid from Midway Boulevard to West Spring Lake Bridge later this month. Most of the curb and gutter has been poured, sidewalks are being installed and concrete work at the Midway Boulevard and Lake View Boulevard roundabouts is complete. Subgrade and drainage work is being completed at the West Tarpon roundabout. Drainage pipes have been installed for the portion of roadway at Sunrise Park. New traffic signal foundations and utilities are complete at the Harbor Boulevard intersection.

In April, installation of the irrigation system between Midway Boulevard and the West Spring Lake Bridge will start. The project is on schedule to be completed in April 2017.

For information, go to www.GOEP2.com, which includes a link to a CC-TV video update on the project.

Food bank

Human Services staff participated in Harry Chapin's Food Bank distribution on March 15 at the Family Services Center in Parkside. This was the first time the mobile food bank visited the center. Approximately 150 grateful families received food, including frozen meat and fresh produce, such as strawberries, cabbage and potatoes.

Volunteer database

Are you looking for volunteers for your event?

The Charlotte Harbor Visitor & Convention Bureau has an online volunteer management program that may help you. County residents interested in volunteering for community events can register at www.CharlotteHarborTravel.com/volunteer.

To learn how the volunteer module can benefit you and your events, an informational meeting is scheduled for 10:30 a.m. today in Room B106 of the Charlotte County Administration Center,

18500 Murdock Circle, Port Charlotte. For information, call Sean Doherty at the Visitor & Convention Bureau at 941-743-1900 or email sean.doherty@charlottecountyfl.gov.

Knowledge base

Our mission is to exceed expectations in the delivery of public services. To achieve that goal, we are continuously improving our performance in all aspects of county government. The latest improvement is the creation of a customer knowledge base, which contains commonly asked questions employees can refer to when interacting with customers.

The first phase of the knowledge base was developed by the Utility Department as part of its transformation initiative after a KMPG operational audit produced recommendations for improving customer service. Seeing stark improvements in key performance measures, such as call wait time, customer satisfaction and complaints, we expanded the knowledge base to all departments. The knowledge base allows staff to quickly find answers to a range of questions, deliver consistent responses and avoid sending customers to multiple departments or staff to get answers.

We'll continue to add information to the knowledge base and train staff to provide fast and accurate information about county policies and services. Please let me know how it's working or if you have had an experience when it is not.

Ray Sandrock is the Charlotte County administrator. Readers may reach him at raymond.sandrock@charlottecountyfl.gov.