



# Monthly Report

## Dec. 2022

## Information key during emergencies

One of the most critical needs in the aftermath of a hurricane is information. We committed dozens of staff and volunteers to meet that need. From Sept. 24 through Wednesday our Call Center fielded more than 25,000 inquiries.

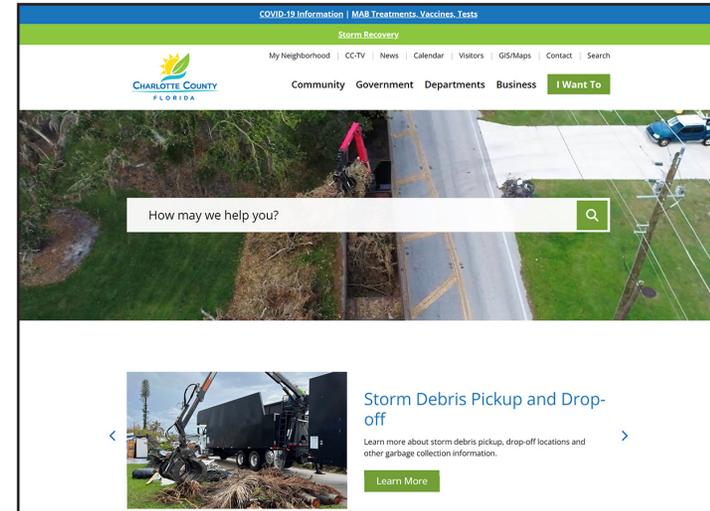
The Joint Information Center communicated details on shelters, food and water, utilities outages, recovery centers, medical sites, debris collection, facility closures and re-openings, personal safety messages and more. The JIC issued more than 200 news releases and conducted dozens of in-person, online and phone interviews with media from across the country.

Realizing many were without power or internet access, we used every tool we could to

spread our messages, including handing out one-page flyers that were updated daily.

For those who relied on social media for news and information, we filled our half-dozen platforms with nearly 1,300 posts that had 9 million impressions, more than 1 million engagements, such as likes, comments and shares, and 970,000 video views. We stayed engaged answering questions and helping everyone we could.

In his weekly newspaper column, County Administrator Hector Flores wrote, “I am so proud of the efforts of my colleagues from all departments, many of whom were working to restore services and reopen facilities even as they were repairing their own homes and navigating FEMA and insurance claims.”



**The Charlotte County website was swamped with users seeking Hurricane Ian information. On Sept. 27, there were 100,000 active users on the website. Between Sept. 23 and Dec. 20, more than 1 million users viewed more than 2.7 million pages. Nearly 70% of those people were using their phones.**

## No. 1 question: What about the debris?

The county’s Hurricane Ian debris contractor, Ashbritt, passed a major recovery milestone in January by collecting its 4 millionth cubic yard of debris. Ashbritt has delivered more than 82,000 loads to three staging sites since collection began Oct. 7.

We estimate 4.5 million cubic yards of debris will be collected. The deadline for placing storm debris for collection was Dec. 31, 2022. We

estimate debris will be collected by March 2023.

The county also set up four debris drop-off sites where residents dropped off 41,066 loads of debris between Oct. 6 and Jan. 9, 41,066 loads of debris were dropped off at the four locations.

Thanks for your patience as we complete this enormous task.

**The county created three storm debris management sites, where debris loads are consolidated for shredding and sorting. The debris at this site off Loveland Boulevard is more than 1/4-mile long and 20 feet high.**

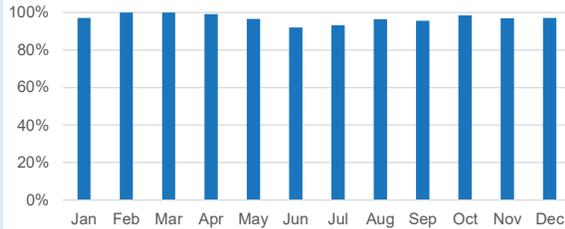


## Information Technology

Service Tickets by Month



Customer Satisfaction % Positive

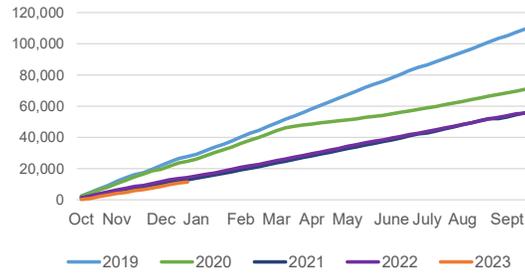


## Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership



## Director Highlights

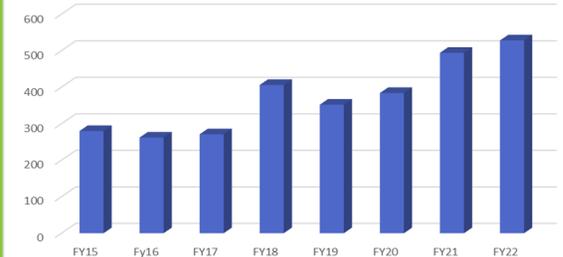
### Release of Easement

Real Estate Services division oversees the County's release of easement program. A release of easement is necessary when a property owner wants to put a permanent structure within an easement dedicated for public use. These are normally drainage and utility easements. Since the County maintains in excess of 150,000 easements this is a very important function. A release of easement serves two main purposes.

1. It ensures that the public no longer has an interest in the publicly granted or dedicated easement.
2. Should the owner ever sell the property, a recorded release of easement clears up a potential cloud on the title should a survey reveal a permanent structure encroaching in a public easement

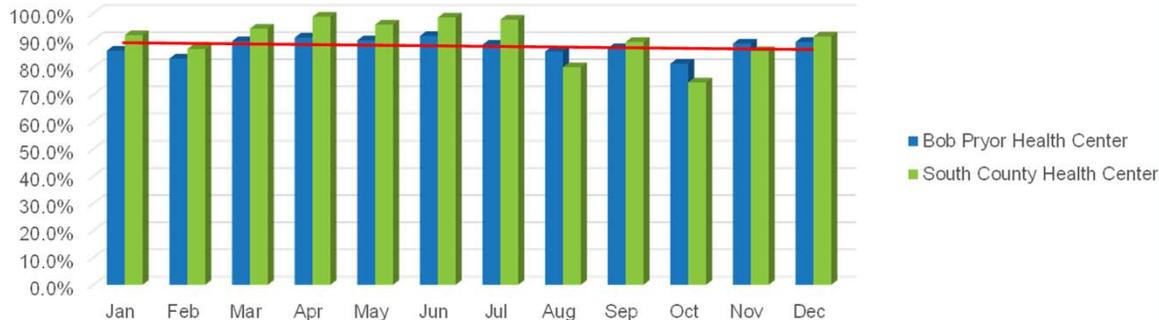
### December 2022

OCCUPATION & RELEASE OF EASEMENTS (YR)



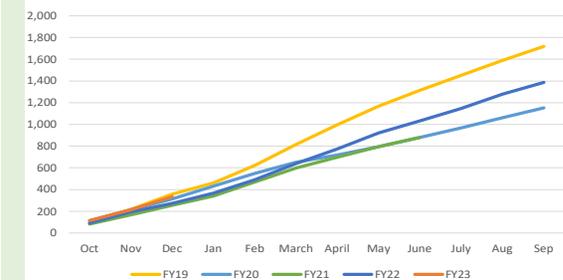
## Health Center

Employee Health Center Monthly Appointment Utilization Summary



## Records Management

Record Requests



# WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?



PERMITTING STAGE



UNDER CONSTRUCTION



COMPLETED!!



## Jones Loop Commercial

26480 Jones Loop Rd., Punta Gorda  
10,100 sq. ft. retail commercial building.

## Radisson Hotel

1321 Claburn Cir., Port Charlotte  
A four-story 117 room hotel.

## Harpoon Harry's & Shops at Bayshore

22801 Bayshore Rd., Port Charlotte  
33,354 SF restaurant, and 24,569 SF of retail buildings.

## Whiskey Joe's

5000-5054 Tamiami Trail, Port Charlotte  
8,939 SF of restaurant, and 2,100 SF of outdoor bar area with manmade beach.

## Suncoast Humane Society

2620 Worth Ave, Englewood  
Multiple structures for the care and treatment of surrendered/abandoned animals.

## Mazda Car Dealership

798 Tamiami Trail, Port Charlotte  
Car dealership with wash and service bays to be constructed in two phases,

## Sprouts Supermarket

2000 Tamiami Trail, Port Charlotte  
Build-out of a supermarket and site modifications.

## Free-standing Emergency Room

150 Tamiami Trail  
Port Charlotte  
11,000 sq. ft. free-standing emergency room.



## Cheddar's Scratch Kitchen

18600 Veterans Blvd.,  
Port Charlotte  
7,974 sq. ft. restaurant.



## FedEx Distribution

9301 Piper Rd, Punta Gorda  
250,950 sq. ft. distribution center.



## Village Marketplace

1799 Tamiami Trail, Port Charlotte  
6,353 sq. ft. of restaurant and retail including Chipotle and Chicken Salad Chick.

## Wawa

1452 Chancellor Blvd., Port Charlotte  
5,943 sq. ft. convenience store and gas station.



## Sunseeker

4949 Tamiami Trail,  
Port Charlotte  
Mixed-use development consisting of 783 hotel units, restaurants, bars, and retail, located in the Charlotte Harbor CRA.

## PROJECTS' SPOTLIGHT

### Babcock Update

- Certificates of Occupancy issued since August 2016: 1,718
- Single Family Permits Issued December: 27

### West Port Update

- Single Family Certificates of Occupancy Issued since April 2021: 176
- Single Family Permits Issued December: 9



## December Permitting:

Total Single Family Permits Issued: 177

Single Family Certificates of Occupancy Issued: 164

Total Permits Issued for the month: 9,285

Total Permits Issued FY21-22: 41,319  
(Fiscal Year Oct. 2021—Sept. 2022)

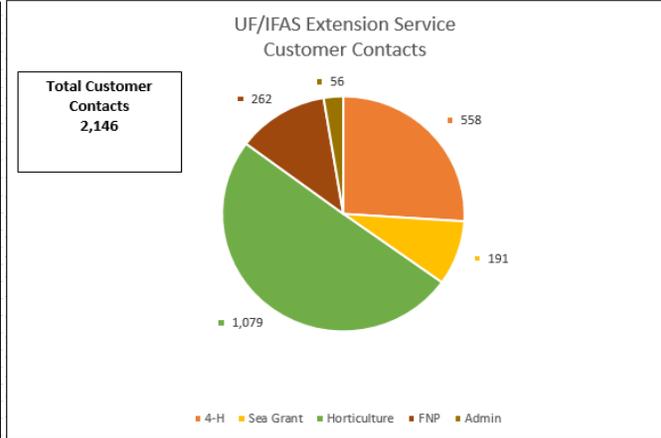
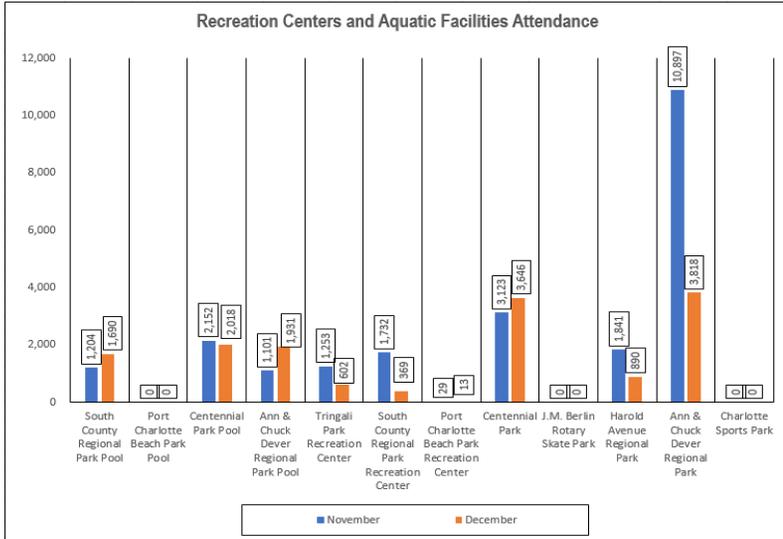
Total Permits Issued FY22-23: 23,698  
(Fiscal Year Oct. 2022—Sept. 2023)

PERMITTING SNAPSHOT



CHARLOTTE COUNTY  
Community Development

December 2022



### Parks and Athletic Field Maintenance

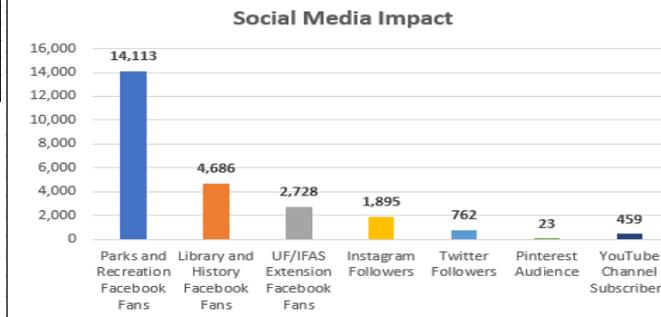
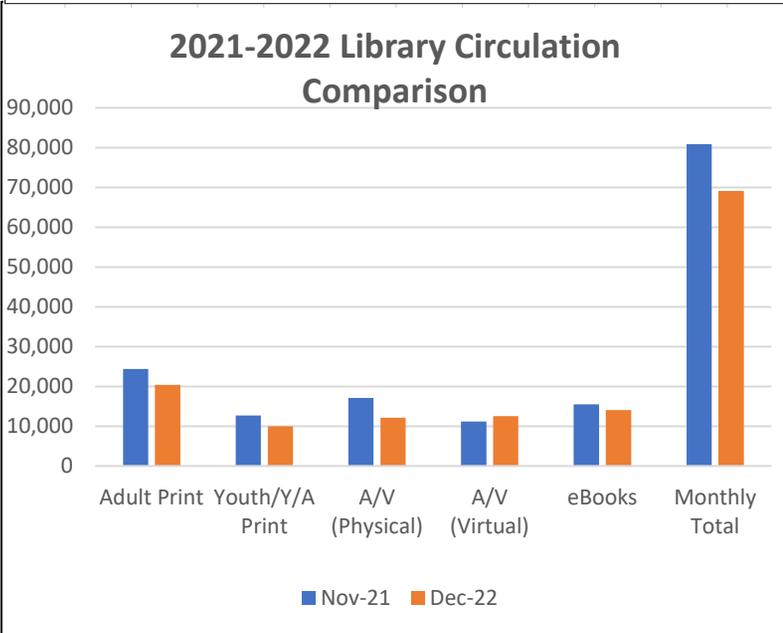
- 0 youth leagues and adult softball practices
- 8 soccer practices at South County Regional Park
- 3,601 trash bags collected
- 661 recycling bags collected

### Land Management

- 39.457 miles maintained
- 0 acres mulched
- 20 exotics/invasives acres treated

### Project Management

- 38 projects, \$5.8 MM



### Coastal Management

#### Abandoned/Derelict Vessels

- 1 Cited
- 5 Ready to be removed
- 2 Relocated
- 1 Pending
- 14 Removed
- 44 aground/partly submerged

#### Coastal Lighting

- 15 Permit Reviews
- 6 Inspections
- Sea Turtles
  - 2,020 nest total for 2022
- Eagle nest status
  - 33 nests being monitored
  - 9 nests occupied
  - 1 nest inactive
  - 3 nest trees destroyed

## Hurricane Ian Response and Recovery

The Economic Development Office has focused on business outreach following Hurricane Ian.

We partnered with CareerSource Southwest Florida to open a call center to reach out to Charlotte County businesses. As of January 6th:

- **3,463 outreach calls made to Charlotte County businesses.**
- **905 Business Assessment Surveys completed.**
- **\$264,424,975 million in business damages reported.**
- **10,585 resource emails sent.**

We are working hard to reach all Charlotte County businesses to offer recovery resources and support. If you need information or assistance please visit our website:

[www.Cleared4Takeoff.com/Hurricane\\_Ian](http://www.Cleared4Takeoff.com/Hurricane_Ian) or call us at 941-764-4941.



## Post Hurricane Ian Business Recovery Webinar



### Post Hurricane Ian Business Recovery Webinar

December 15, 2022  
Live Webinar at 12:00 PM

Join us for a FREE webinar with guests from the SBA, CareerSource SWFL, Charlotte County Emergency Management, and more to talk about recovery resources for small businesses.

The Economic Development Office hosted a Post Hurricane Ian Business Recovery Webinar on December 15th with community partners, including the SBA, CareerSource Southwest Florida, and the United Way of Charlotte County. If you missed it you can view the webinar and the slide show on our [website: https://cleared4takeoff.com/hurricane\\_ian](https://cleared4takeoff.com/hurricane_ian)



## 2022 Social Media Recap

**16,988**

UNIQUE WEBSITE VISITS



**10,901**

MARKETING EMAILS SENT



### facebook



**25.7% INCREASE** IN FOLLOWERS



**113,123** IMPRESSIONS

**477 NEW** FOLLOWERS



**80,901** IMPRESSIONS



**283** REPOSTS

### LinkedIn

### twitter



**114 NEW** FOLLOWERS

**36,749** IMPRESSIONS



**55.4% INCREASE** IN FOLLOWERS



**29,573** IMPRESSIONS

### Instagram



Construction began on **Phase 2 of the Family Services Center**. This new 18,500 square foot building will be constructed adjacent to the Phase 1 building and will provide youth services, plus office and support spaces for community partners and Human Services Department staff. The site will have outdoor play areas, a community garden, and a flexible courtyard gathering space.

The project was designed by Fawley Bryant Architecture and is being constructed by Tandem Construction. Estimated completion of this \$10.9 million project is in late 2023.

◆ Request for Letters of Interest for a **Barrier Island Accessibility Feasibility Study** was advertised by Purchasing. The first phase will include a public input process to identify the needs of the community.

◆ A post storm inspection of the **Live Oak Point Boardwalk** was done, and contractors began work to repair storm and fire damage. The repairs were completed and the boardwalk reopened to the public on Jan. 5<sup>th</sup>.

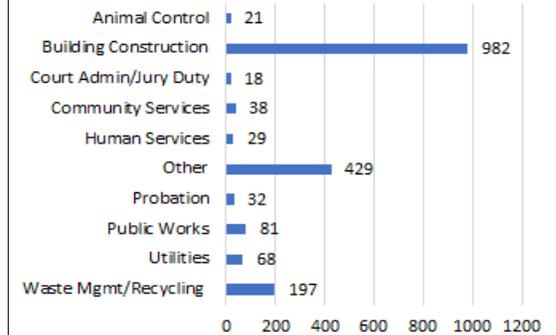


◆ Design team Schenkel & Shultz completed 100% design development documents for the new **CCSO District 4** office on Airport Rd. The \$10 million dollar project will replace the old facility with a new 20,000 sqft. training center and district office. Wharton-Smith was selected to build the facility.

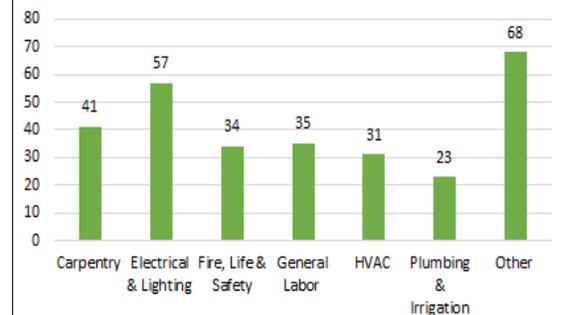
◆ A structural assessment of the **Riverside Park Boat Ramp** determined it reached end of life cycle. Replacement of the boat ramp to alleviate safety issues and bring it up to ADA standards will soon take place.

◆ **Live Oak Point Park** and **Allapatchee Shores Park** suffered serious erosion problems, most recently from Hurricane Ian. A consultant was hired to assess erosion problems at both parks and develop solutions and cost estimates to repair these issues.

**FY23 Switchboard Calls- December**



**FY23 Work Orders Created- December**  
(excluding Jail)

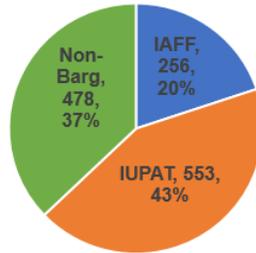


**FY23 Small Projects- December**



## Workforce

Employee Count 1,287  
 Avg Age 46  
 Avg Hourly Rate \$26.84  
 Avg Years of Service 8.45



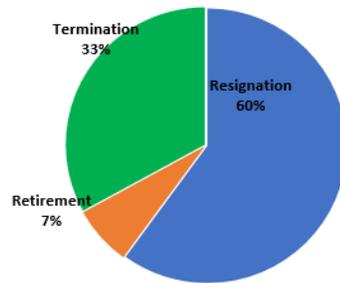
Retention of New Hires	December	YTD
% completing probation	81%	82%

## Succession Planning

Ee's in FRS DROP the next 5 years	1.6%
% of Workforce Retired this FY	0.3%

## Separations

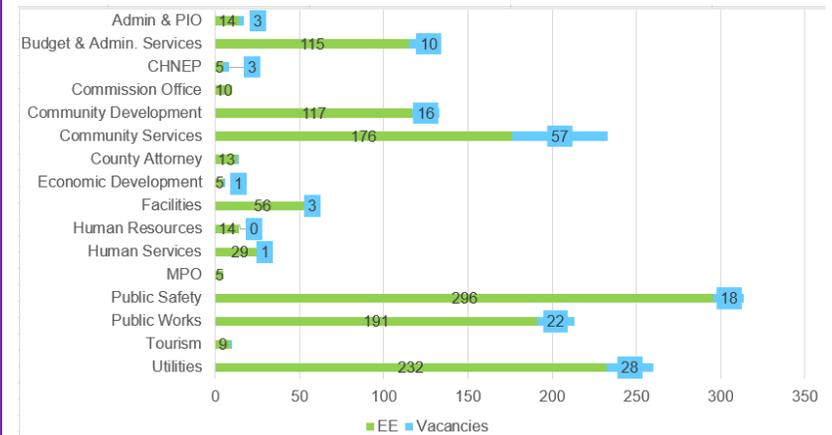
	December	YTD
Turnover	1.2%	2.8%
Separations	15	36



## Training & Development

Training	115 EE's	18 hrs	2,070 contact hrs
% using Tuition Reimbursement			1%

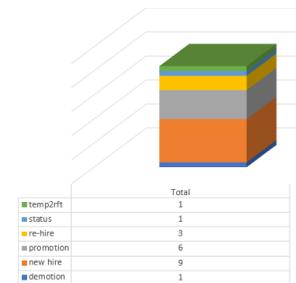
## Employees vs Vacancies



Total Vacancies: 164

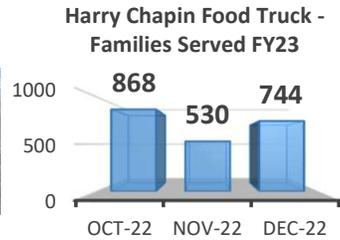
## Recruitment

Applications Taken	498
Job Posting Hits	34,579
New Hires	9
Recruited Pos FT	55
Posted PT/Sea/Intern	10

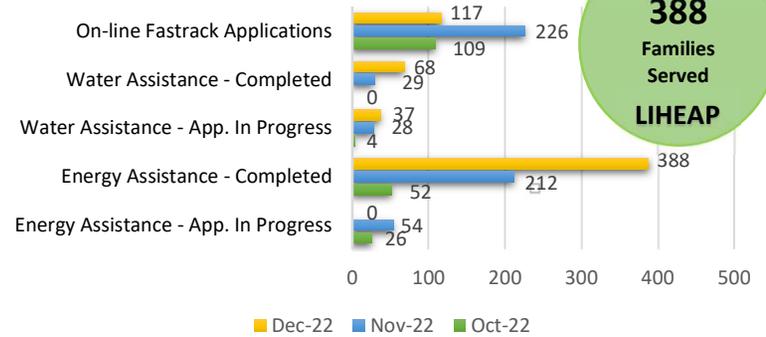


## Family Services Center- Harry Chapin Food Truck

Every Thursday at our Family Services Center we partner with Harry Chapin Food bank of Southwest Florida to serve hundreds of families in our neighboring communities. This month we were able to provide food for **744 families**.



## Intake Services



## Neighborhood Services

Continues to process applications for insurance deductible assistance with eligible households. Traditional homeless prevention and home repair services will resume soon in early 2023.



## Aging & Adult Services

**106 individuals** received gifts from the NBC-2 Giving Tree. We were selected by O.C.E.A.N (Our Charlotte Elder Affairs Network) as one of three non-profits for donations of these presents for the seniors we serve.



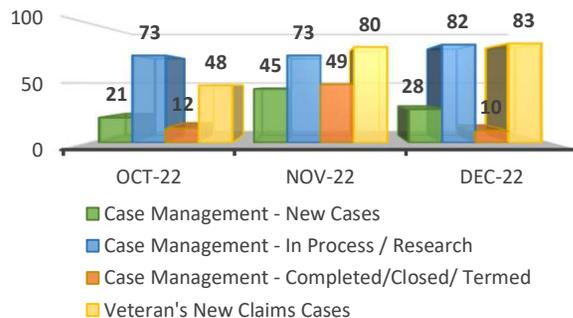
## Employee Spotlight

We welcomed to our team Matthew Cote, Asst. Veteran Services Officer & Linda Bunnell, Intake Coordinator.

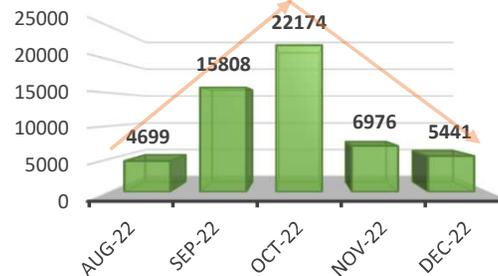


## 2023 Fiscal Year Department Numbers

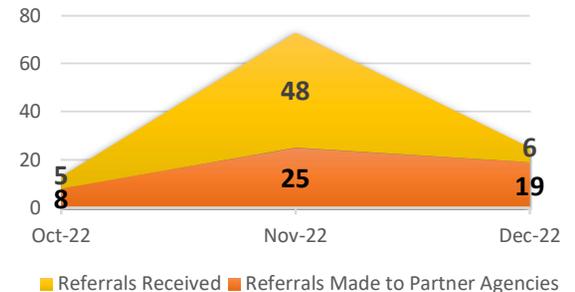
### Case Management



### Post Hurricane Ian Information Call Volume



### FSC Referrals



## Key Performance Indicators

### Tourist Development Tax Collections TDT

(Current Month)

Nov-21	\$412,964	↑ 13.8%
Nov-22	\$469,913	

TDT YTD Collections (Pacing)

Nov-21	\$771,442	↑ 18.0%
Nov-22	\$910,102	

## PureFlorida.com

### Website Traffic

Users: 43,487k

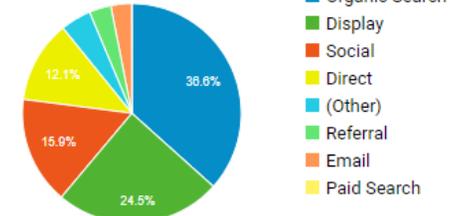
Pageviews: 99,737

Top Origin Markets:  
FL, GA, OH, NY, MI, IL, VA, PA, CA

New vs. Returning Visitors: 87.4% vs 12.6%

### Digital Channel Breakdown

Digital Channel Breakdown December 1 – 31, 2022



## SPORTS

### Sales December 2022

Due to hurricane Ian, we cancelled a softball tournament and sailing race in December. This correlated into a 292 room nights loss and an economic impact loss of \$330,000.

### Peak Performance Pickleball Academy – Simone Jardin Professional Pickleball Camp

Pickleplex of Punta Gorda - November 28- December 1, 2022

Simone Jardin, recently retired top pickleball professional in the country, produced a three-day camp at the Pickleplex of Punta Gorda. 65 top amateurs and professionals attended with 26 athletes traveling from outside of Florida and three from international destinations. This camp was the first event since opening from damages due to Hurricane Ian. The camp was such a success that they have scheduled three more for 2023.



### NCAA College Swim and Diving Teams – Winter Training

Centennial Park - December 10 - 18, 2022

Tennessee's Milligan University traveled to Charlotte County with 45 of their top athletes training at Centennial Park Pool for the second consecutive year.



### Fun Fact

Did you know:

- Golf is the only sport that has been played on the moon.
- The average lifespan of an MLB baseball is five to seven pitches.
- ONLY two days per year does not feature a professional MLB, NBA, NHL, or NFL game.

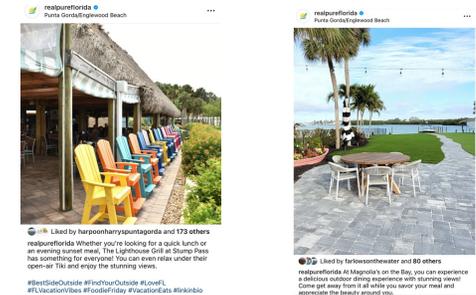
## MEETINGS

Punta Gorda/Englewood Beach and Sunseeker Resort Charlotte Harbor hosted U.S. Sports Congress for a site tour December 13-15, along with support from The Suites at Fishermen's Village, Twisted Fork, Alligator Bay Distillers, TT's Tiki Bar, Captain's Table, King Fisher Fleet, Peace River Charters, and Laishley Crab House. This was a rescheduled site tour from October. U.S. Sports Congress is looking at the destination for their December 2024 Congress.



## Public Relations/Media December 2022

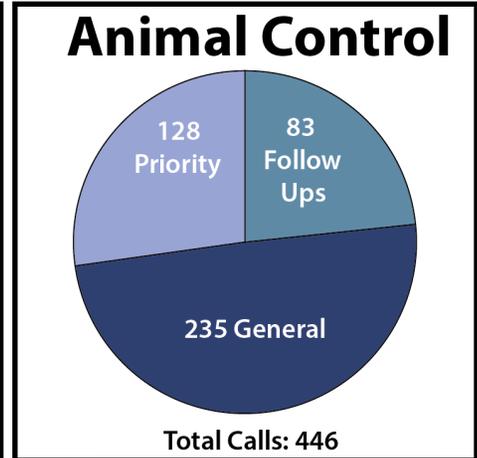
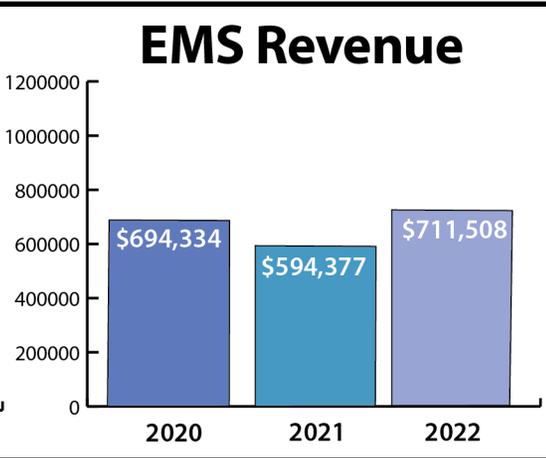
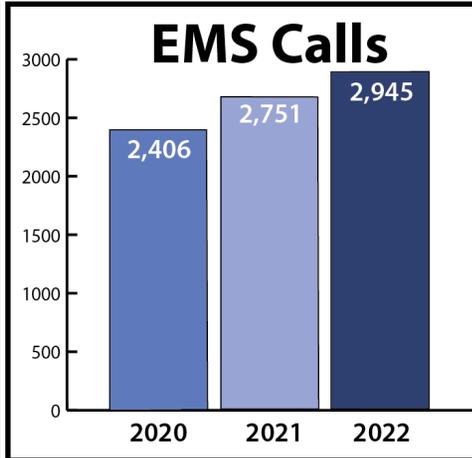
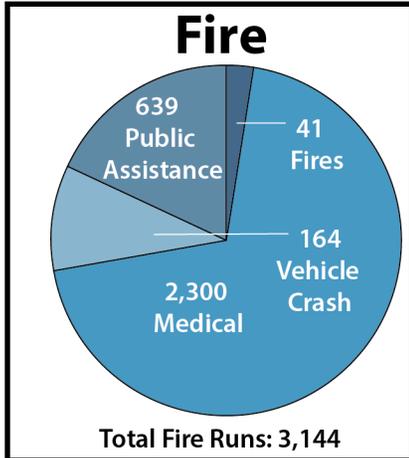
A total of 47 media placements were secured. These placements had a reach of approximately 414,523,464 and a media ad value of approximately \$779K.



Check out our top social media posts for the month of December  
@realpureflorida

Visitors to Charlotte County save local residents an average of **\$1,083** per household in taxes every year.

# Public Safety



## Santa Firehouse Breakfast

December 2022 marked our 23<sup>rd</sup> Annual Santa Firehouse Pancake Breakfast. Still, it was only the second year of hosting the breakfast outside under a tent at the Public Safety Building, which was another success. During the free community event, guests were treated to a pancake breakfast and hot chocolate bar courtesy of our friends at HCA Florida Fawcett Hospital. Fawcett has provided the breakfast and volunteers for the 23 years we have hosted this event.



New this year, Joe and Ashley Guerzo, county library employees, were a big hit. Ashley provided activities for the kids while Joe performed live

Christmas music. Santa Clause is always a big hit; kids waited in line to tell him what they wanted for Christmas. While waiting, guests watched a live high-angle rescue demonstration courtesy of the B-shift crew from Station 12.



Our friends at the Charlotte County Sheriff's Office brought their helicopter and Bear Cat swat vehicle, allowed guests to climb inside and taught them about their equipment. We are excited and looking forward to our 24<sup>th</sup> Annual Santa Firehouse Pancake Breakfast, which will be here before you know it.





## Mosquito and Aquatic Weed Control

**26**

Application  
Complaints

**39**

Telephone  
Complaints\*  
not shown

**84,023**

Acres Adulticide  
Treatment

**452**

Acres Larvicide  
Treatment



**Landfill**  
**10,875**  
**Customer Transactions**

**8,547** Residential M.S.W.  
**27,6394** Commercial M.S.W.  
**1,782** Yard Waste  
**12,102** Hurricane Debris

**Application  
Requests**

Received

**341**

Completed

**322**



**December  
White Goods  
Operations**

**502**

**Leaner Trees**

**641**

Hanger Trees

**5,172**

**Leaner/Hanger  
Operations**

**14**

Unique Active  
Crews



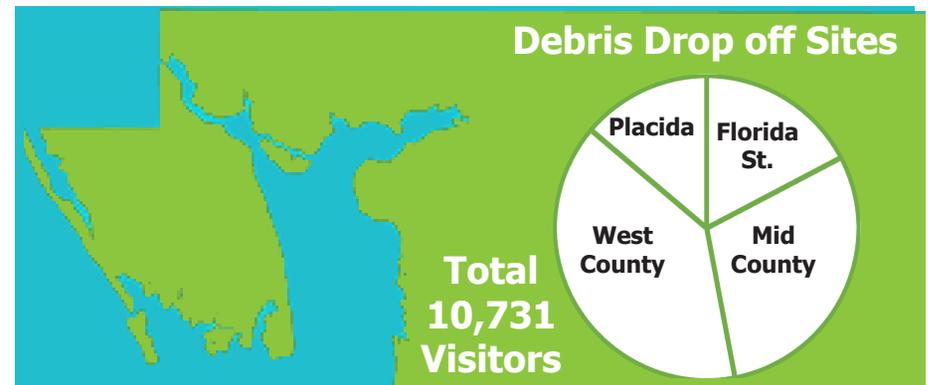
**9,596**

Various Signs  
Corrected

**29%**  
of the 80,519  
County Maintained  
Signs Corrected

**510**

tons of  
navigable waterway debris  
collected during November.



**1,385,608** cy Debris Picked up



## SHUTOFFS AND LATE FEES RESUME ON JANUARY 3



941-764-4300

CCUSupport@CharlotteCountyFL.gov

Shutoffs for non-payment and late payment fees for our water and wastewater customers resumed on Jan. 3.

## UTILITIES DEPARTMENT TEMPORARY CUSTOMER PAYMENT CENTER OPENS DEC. 13

The Utilities Department temporary customer payment center will open starting Tuesday, Dec. 13, at the Murdock Administration Center, 18500 Murdock Circle, B109, in Port Charlotte. The payment center will be open Monday - Friday from 9 a.m. to 4 p.m.

You can still pay your bill using our convenient electronic billing, which can be found at [www.CharlotteCountyFL.gov](http://www.CharlotteCountyFL.gov) (select Utilities under Departments). You can also pay your bill by phone at 941-764-4300.



Customers can now pay their utility bill at the Temporary Customer Payment Center located at the Murdock Administration Center, 18500 Murdock Circle, B109, in Port Charlotte. The payment center is open Monday-Friday from 9 a.m. to 4 p.m.

## UNDER CONSTRUCTION

- **SR 776 Sewer Force Main Project:** Upsizing the existing sewer force main to 12-inch and 16-inch lines along SR 776 from Biscayne Dr. to the Charlotte Sports Park. This is an in-kind project for the Florida Department of Environmental Protection (FDEP) Consent Order. This project is expected to be complete by spring 2023.
- **Ackerman Septic to Sewer Project:** Construction of a wastewater system to service approximately 2,135 properties with sewer service. Zones 1, 2 and the vacuum station are currently underway. The vacuum station is expected to be complete by spring 2023. Zones 1 and 2 sewer connections are expected to begin after vacuum station completion. For project information: [AckermanProject.com](http://AckermanProject.com)
- **Deep Creek Sewer Force Main Project:** Construction of a larger sewer force main to improve transmission capacity for the Deep Creek neighborhood. Construction of the force main is complete. Crews are paving driveways and restoring the project area. This project is expected to be complete next month. [Project Map](#)
- **Cochran Reclaim Project:** Construction of reclaim water mains along the right-of-way of Cochran Blvd. from Quesada Ave. to Peachland Blvd. The sidewalk on the south side of Peachland Blvd. from Cochran Blvd. to Forrest Nelson Blvd. is closed for construction.

[Additional Utilities Projects](#)

## OPERATIONS

- **Calls Presented:** 6,421
- **Call Wait Time:** 45 seconds
- **Sewer Connections:** 44,463 (184 increase from Nov.)
- **Water Connections:** 67,085 (298 increase from Nov.)

### Charlotte County, FL App Requests

- **8 Misc.—Utilities Department**
  - **10 Utilities Billing**
  - **12 Utilities Department Service**
- 30 Total**

[Charlotte County Utilities Facebook](#)  
**2,274 Follows**

### **2021 Water Quality Reports:**

<https://tinyurl.com/2021-CCR-Peace-River>  
<https://tinyurl.com/2021-CCR-Burnt-Store>

Remember, every drop counts! 💧

### Important Information:

If you are experiencing a sewer backup or emergency, please call us at 941.764.4300. There is no charge for our 24/7 response service.

Our staff will investigate if it is a Charlotte County Utilities or homeowner issue. A plumber will need to be called if it is a homeowner issue. If a plumber is called to the home before Charlotte County Utilities investigates, the homeowner will be responsible for the plumbing costs even, if it is found to be a Charlotte County Utilities issue.

[Payment Options](#)