



Monthly Report

May 2023



Administration

Charlotte County Earns 38 NACO Achievement Awards

Charlotte County has earned 38 National Association of Counties Achievement Awards. The awards honor innovative, effective county government programs that strengthen services for residents. The award total exceeds a record set last year by 15 awards.

to serve our residents every day,” said NACO President Denise Winfrey. “This year’s winners represent some of the most innovative and collaborative efforts we have seen in over 50 years of presenting these awards.”

These awards confirm that the many ways we deliver exceptional services to our community are models to follow across the country. We pursue awards from trade organizations like NACO as a way to illustrate to our residents and stakeholders the commitment county employees have to fulfilling the mission, vision and values of Charlotte County government.

To view the full list of awards and read a synopsis of the programs that earned them, visit <https://www.naco.org/resources/awards-programs/achievement-awards-program-search>. Enter Charlotte County in the search box. To learn more about the National Association of Counties, visit www.NACO.org.



Each year, NACO’s Achievement Awards are given in 18 categories that reflect the com-

prehensive services counties provide. The categories include youth, criminal justice and public safety, county administration, information technology, health, civic engagement and more. Launched in 1970, the program is designed to recognize innovation in county government.

“The Achievement Awards demonstrate excellence in county government and the commitment

72 HOUR CALL RULE
TYPICALLY TAKES 72 HOURS WITH NO RAIN FOR WATER TO DRAIN

CALL IF WATER HASN'T LOWERED
941.575.3600

CHARLOTTE COUNTY Public Works

Hurricane season now under way

Hurricane season just began and right on cue a tropical disturbance formed in the eastern Gulf of Mexico. The brief-lasting storm moved away from us to the south, but the system is a stark reminder that the early part of hurricane season is when we see these types of storms flare up with little warning or time to prepare.

This is why we preach preparedness. Having your disaster plan and supplies in place at the start of the hurricane season puts you

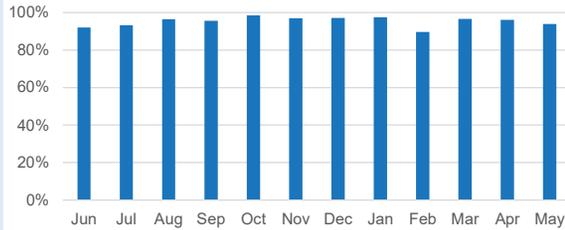
in a position where you can quickly take care of other important tasks, such as clearing potential wind-borne items from your yard. Disaster planning and preparedness should be as regular as doing your taxes and changing your oil. A great start would be to grab a copy of our Charlotte County Disaster Guide at one of our libraries. Disaster Guides are also available on the Emergency Management website. Visit www.CharlotteCountyFL.gov/disaster-guide.

Information Technology

Service Tickets by Month

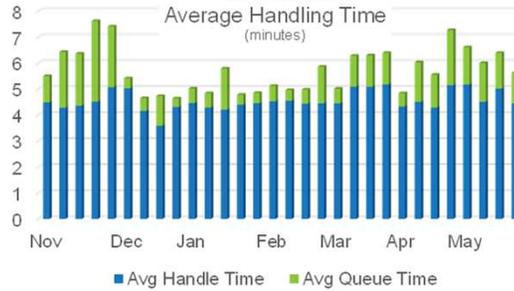


Customer Satisfaction % Positive

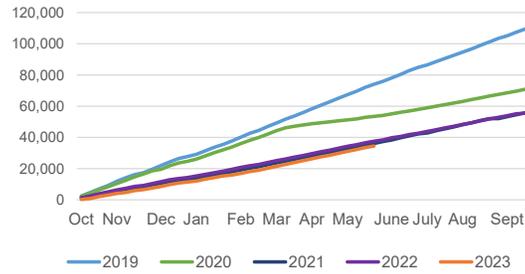


Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership

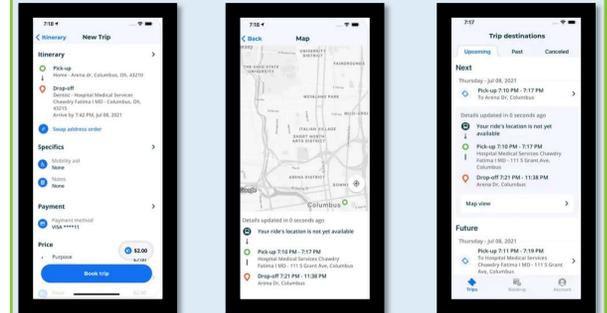


Director Highlights

Transit Scheduling Software

In joint effort with IT, Transit will be implementing a new scheduling software. The software will meet the needs of both paratransit and on-demand service and will provide streamlined operations including enhanced productivity and will improve the rider's experience by allowing citizens to book and view trips from their phone or computer in both advance and real time without a 3rd party vendor. Scheduling optimization will be improved to enhance on-time performance by eliminating complete manual scheduling. The software will also allow for paperless pre- and post-trip inspections and manifests. Advanced reporting functionality will ensure data for each vehicle is captured in order to accurately report to the State and Federal agencies. Unlike the current system, Ecolane offers 24/7 customer service as well as a BI platform to ensure operations are running smoothly and efficiently.

May 2023



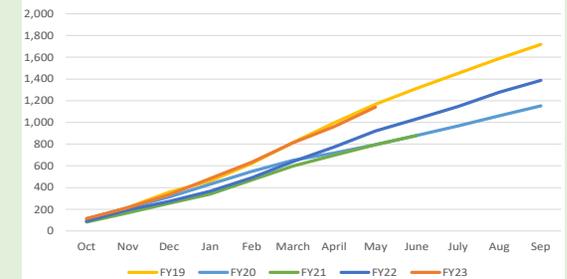
Health Center

Employee Health Center Monthly Appointment Utilization Summary



Records Management

Record Requests



WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?



PERMITTING STAGE



UNDER CONSTRUCTION



COMPLETED!!



Avery Port Charlotte

1441 Tamiami Trail, Port Charlotte

Redevelopment of Macy's site into 250 apartment units with a pool and other amenities.

Promenades Mall

3280 Tamiami Trail, Port Charlotte

Plan Amendment and rezone Petition to create a mixed use development of 1,100 residential apartments and over 500,000 of non-residential commercial, office and hotels.

Harpoon Harry's & Shops at Bayshore

22801 Bayshore Rd., Port Charlotte

33,354 SF restaurant, and 24,569 SF of retail buildings.

Elliano's Coffee

19637 Cochran Blvd., Port Charlotte

800 Sq. Ft. drive through coffee shop.

Del Taco & Buffalo Wild Wings

1490 Tamiami Trail, Port Charlotte

2,370 SF Del Taco & 1,145 SF Buffalo Wild Wings restaurant and drive-thru.

Distribution Center

8264 Duffie Dr., Punta Gorda

124,999 sq. ft. distribution center near the Punta Gorda airport.

Mazda Car Dealership

798 Tamiami Trail, Port Charlotte

Car dealership with wash and service bays to be constructed in two phases.



Free-standing Emergency Room

150 Tamiami Trail Port Charlotte

11,000 sq. ft. free-standing emergency room.



Dunkin' Donuts

19220 Veterans Blvd., Port Charlotte

1,731 sq. ft. Dunkin' Donuts with a drive-thru.

McAlister's Deli

19570 Cochran Blvd., Port Charlotte

4,600 sq. ft. restaurant with drive-thru.



Urgent Care Facility

19580 Cochran Blvd., Port Charlotte

5,100 sq. ft. two unit retail and medical facility

Elegance Plaza

14520 Chancellor Blvd., Port Charlotte

1-story 15,300 square foot shopping plaza.



May Permitting:
 Total Single Family Permits Issued: 281
 Single Family Certificates of Occupancy Issued: 271
 Total Permits Taken In April: 6,763
 Total Permits Taken in May: 6,396
 Total Permits Issued for May: 6,307
 Total Permits Issued FY21-22: 41,319
 (Fiscal Year Oct. 2021—Sept. 2022)
 Total Permits Issued FY22-23: 60,525
 (Fiscal Year Oct. 2022—Sept. 2023)

PERMITTING SNAPSHOT

PROJECTS' SPOTLIGHT

Babcock Update

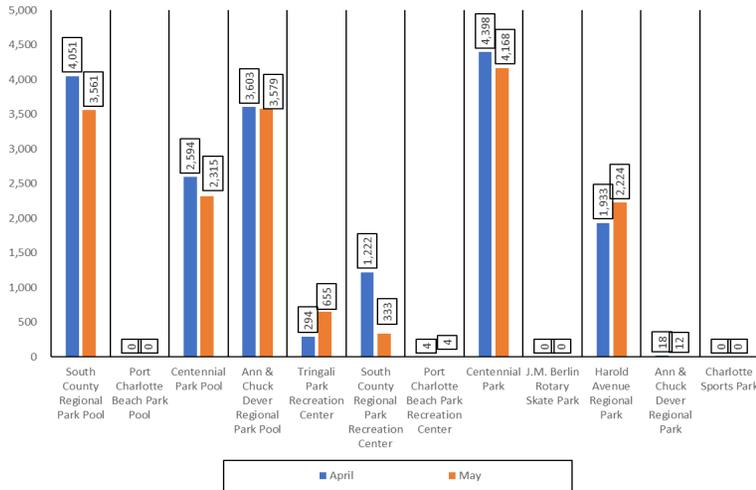
- Certificates of Occupancy issued since August 2016: 1,968
- Single Family Permits Issued May: 60

West Port Update

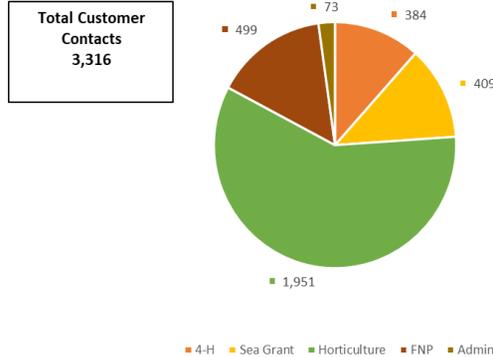
- Single Family Certificates of Occupancy Issued since April 2021: 312
- Single Family Permits Issued May: 29



Recreation Centers and Aquatic Facilities Attendance



UF/IFAS Extension Service Customer Contacts



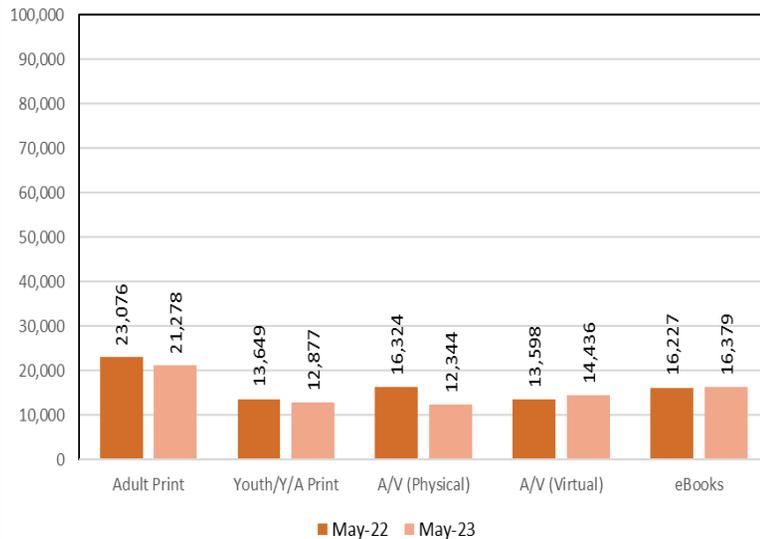
Parks and Athletic Field Maintenance

- 379 youth leagues and adult softball practices
- 3,633 trash bags collected
- 461 recycling bags collected

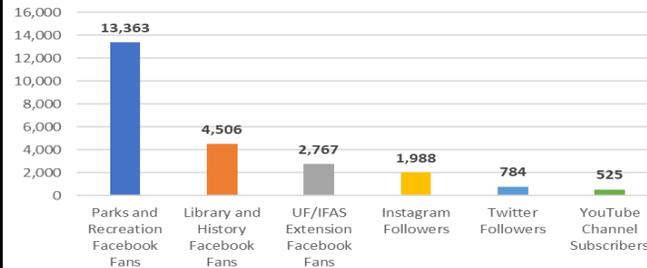
Land Management

- 80.3 miles maintained
- 26.5 exotics/invasives acres treated
- 5 acres habitat mulched
- 18 truckloads of Hurricane Ian debris removed from Oyster Creek Environmental Park

2022 - 2023 Library Circulation Comparison



Social Media Impact



Natural Resources

Abandoned/Derelict Vessels

- 175 Open Cases
- 9 Removed
- 4 Relocated
- 14 Ready for removal
- 0 Pending

Adult Shorebird/Seabirds
5 shore birds 27 sea birds

Coastal Lighting

- 43 Permit Reviews
- 13 Inspections

Sea Turtles

- 629 Nests

Eagles Nests

- 12 Nests
- 17 fledged

Project Management

- Projects Completed - 3
- Projects - not started - 5
- Projects - In progress - 50
- Total projects - 58
- Total - \$ 6,343,196

FLORIDA ECONOMIC DEVELOPMENT COUNCIL'S INNOVATION IN MARKETING AWARDS



Pictured left to right:
Erica Sittler
MWB Marketing
Kay Tracy
Charlotte County Economic Development
Amanda Benton
Charlotte County Economic Development

The Economic Development Office is honored to have received 3 Innovation in Marketing awards at the Florida Economic Development Council's annual conference in May. We were awarded with the Innovation in Marketing award for our PCS to Charlotte County campaign. This marketing campaign targeted veterans and active service members transitioning out of the military, and encouraged them to choose Charlotte County as their permanent change of station.

We were also awarded with the Pivot and Persist award for our Hurricane Ian Relief and Recovery efforts. Winning this award is a testament to our ability to navigate a crisis and support our local economy. In the aftermath of Hurricane Ian, we recognized the urgent need to assist our business community and established an outbound call center in partnership with CareerSource Southwest Florida. We also sent thousands of emails and postcards, and utilized social media and our website to disseminate crucial information.

We are also honored to receive the Best in Show: Melissa Medley Creativity Award for our Hurricane Ian Relief and Recovery efforts. This award, chosen from all the Innovation in Marketing Award submissions statewide, recognized our response to Hurricane Ian. It pays tribute to the dedication and commitment our team demonstrated during our time of crisis.

Thank you to the Florida Economic Development Council for these awards!

SOUTHWEST REGIONAL MANUFACTURERS ASSOCIATION'S SKILLS GAP ROUNDTABLE

The Economic Development Office hosted the Southwest Regional Manufacturers Association and The Collaboratory for a Skills Gap Roundtable with local manufacturers.

Local employers discussed problems and challenges like language barriers, lack of basic skills and education, reliability and how Hurricane Ian impacted the local workforce. Lisa Freitas and Alex Breault, of FutureMakers Coalition at The Collaboratory – an initiative working to help people earn credentials to enter the workforce – and Southwest Regional Manufacturers Association Executive Director Rob Harris listened as about a dozen attendees brainstormed solutions to a variety of issues.

The roundtable is a key part of the Southwest Florida Equitable Jobs Pipeline which will connect underemployed and unemployed Southwest Florida residents with training for industry-recognized credentials and, ultimately, careers with local employers committed to this partnership.

Learn more by clicking [here](#).



BUSINESS HURRICANE SEASON PREPAREDNESS WEBINAR



The Economic Development Office hosted a Business Hurricane Preparedness Webinar at the end of May. We partnered with Charlotte County Emergency Management, the U.S. Small Business Administration, FEMA, CareerSource Southwest Florida, the Florida Small Business Development Council at FGCU, the United Way of Charlotte County, and our local chambers to bring businesses critical hurricane season preparedness information. If you missed the webinar you can view the presentations [HERE](#), and watch the webinar [HERE](#). Thank you everyone who participated. We are so grateful for your support!

May 2023

Hurricane Ian Recovery

Construction Manager at Risk contracts for Hurricane Ian Recovery have been finalized with Wharton-Smith, Inc. - Mid County, Jon Swift Construction - West County, and Florida Premier Contractors, LLC - South County. CSA Consulting Group was selected to perform specialty services concerning FEMA. Each consultant started assessments in their respective regions of the county. Phase one includes initial assessment by the contractors and prioritization based on damage reports, insurance reports, other data collected.

Many assessments of county buildings have been completed and are under further review and examination with experts to ensure all potential damage, seen and unseen, is captured.

Assessments and research have come to substantial completion at the Charlotte Sports Park and the Justice Center and in turn, the construction build back process has started.

CSA Consulting offers unique services regarding catastrophic event recovery and will be doing full building assessments of the Cultural Center, Mid County Library, and other critical assets. CSA is set to begin their initial assessment at the end of June, and their expertise and assessment ability will help pave the way to recovery.

- ◆ In preparation for hurricane season, impact resistant windows and doors were installed at the Medical Examiner's office eliminating the need to install shutters prior to approaching storms.



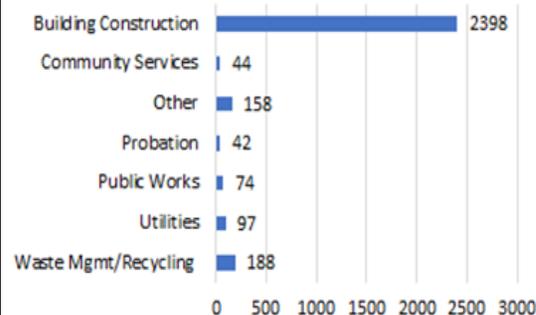
- ◆ A kickoff meeting was held with the steering committee to determine strategies for effectively implementing the public input process for the Barrier Island Accessibility Feasibility Study. Input will involve both in-person meetings and online surveys to obtain the broadest range of community outreach.



- ◆ The generator at Harold Avenue Recreation Center was set. This project is funded by the Hazard Mitigation Grant Program and will provide the facility with power in the event of an emergency.

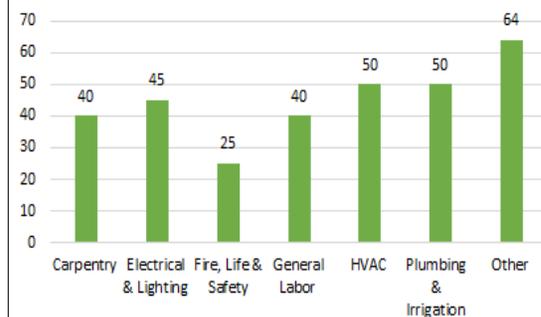
- ◆ Generator repairs, hookup, and pre-hurricane season function testing for the emergency power system was completed at the New Day Church special needs shelter.
- ◆ The emergency generator was replaced at Fire Station 3.

FY23 Switchboard Calls- May



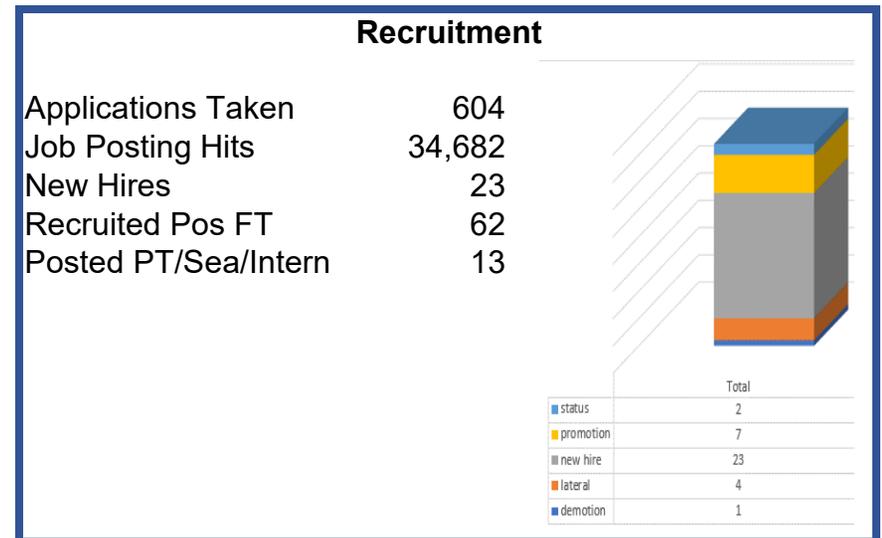
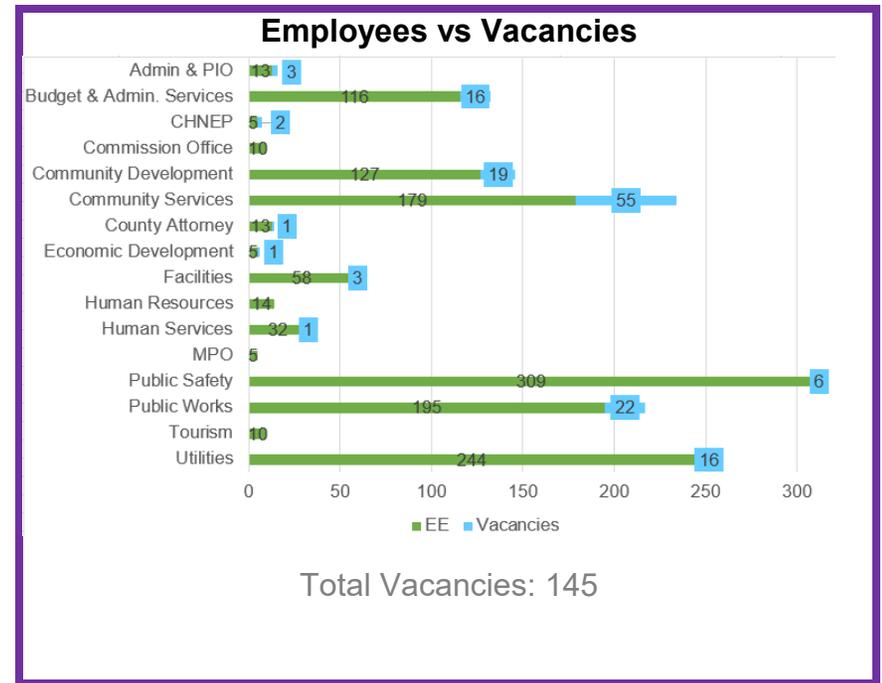
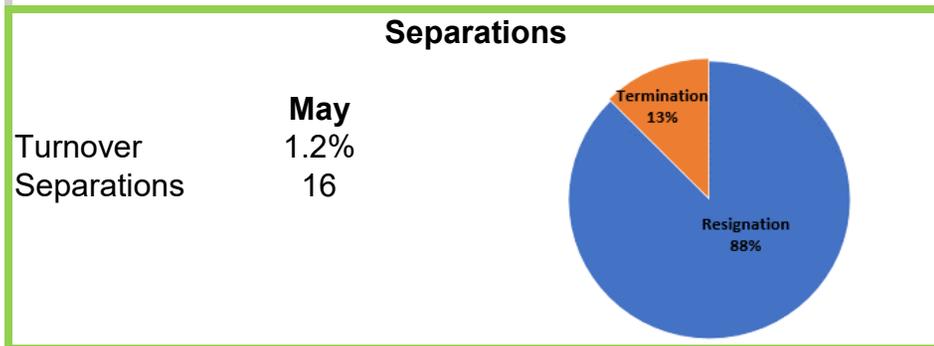
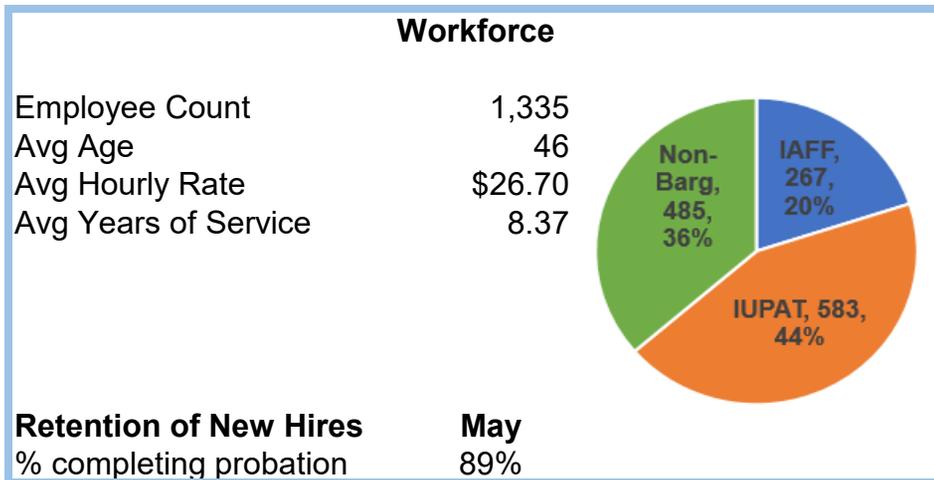
FY23 Work Orders Created- May

(excluding Jail)



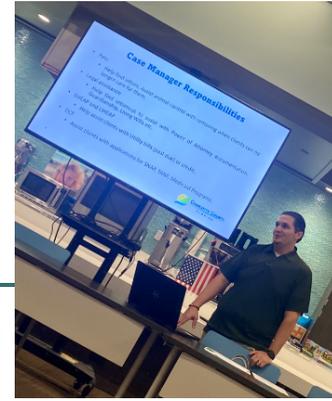
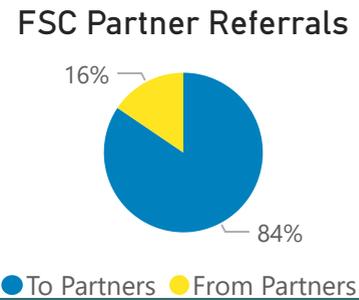
FY23 Small Projects- May







881
Total Clients Served May 2023



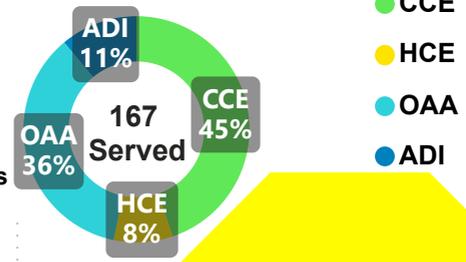
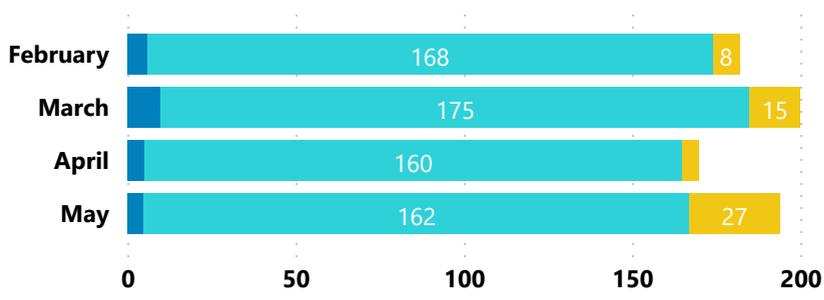
Aging & Adults Services Manager William Thompson and Veteran Services Manager Jocey Henderson hosted a Lunch & Learn for our partners and colleagues at our Family Services Center this month.



Aging & Adult Services

Case Management

● Completed/Closed/Termed ● In process/ Research ● New Cases



5543
Calls received for Assistance Request

Intake Services

516
Total Clients Served

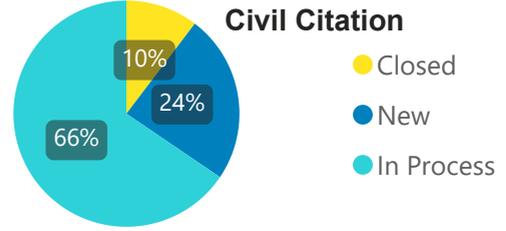
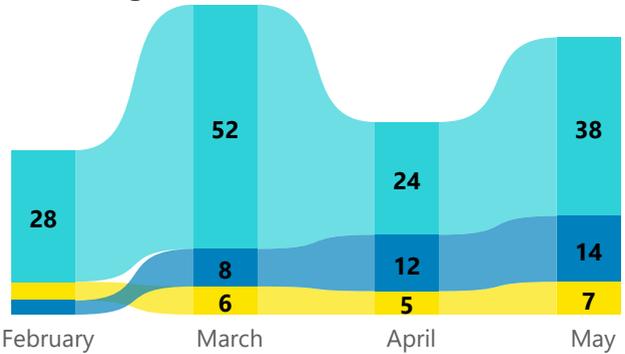


- Energy Assistance-in progress
- Energy Assistance-Completed
- Water Assistance-in Progress
- Water Assistance-Completed
- Fastrack Applications

Neighborhood Services

● Completed/Closed/Termed ● In process/ Research ● New Cases

Case Management

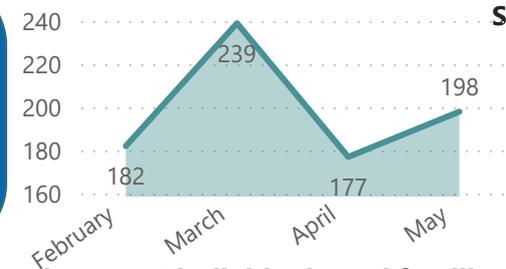


39
Outreach Events Completed by our Department this Fiscal Year

Veteran Services

99
New Claim Cases

VA Clients Served

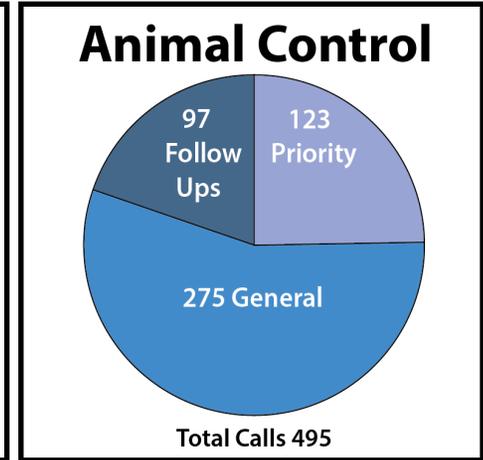
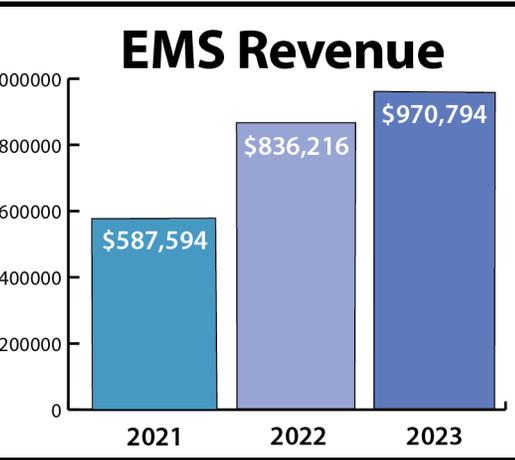
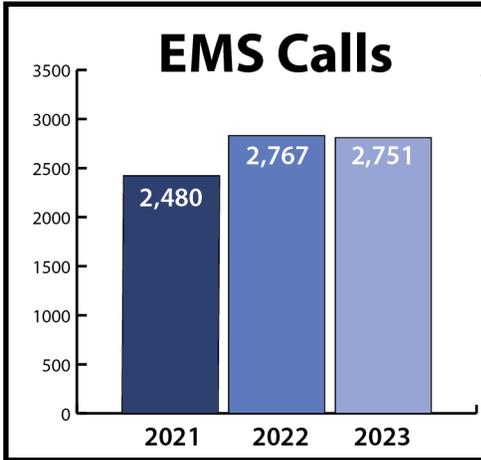
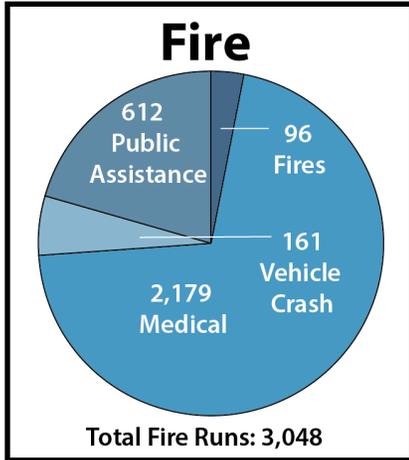


1570
Calls Received Requesting Assistance
Our Veteran Service Team received their annual recertification at the County Veteran Service Officers Association of Florida Spring Conference in Safety Harbor.



Our Mission: To collaborate and provide programs and connections that increase financial stability and support individuals and families as they work to reach their fullest potential.

Public Safety



Workplace Fire Safety

Fire safety is a paramount concern in any workplace that should never be overlooked. According to the National Fire Incident Reporting System, in 2020, there were 16,500 office and store fires in the U.S. that caused \$932 million in direct property damage. To create a safe working environment for everyone, employers and employees must collaborate to implement robust fire safety measures. By raising awareness and fostering a proactive safety culture, we can minimize the risks and mitigate the potential impact of a fire incident. On the other hand, neglecting fire safety measures can result in devastating consequences.

Prevention is the first line of defense against fires. Regular inspections, maintenance of electrical systems, and adherence to safety protocols can help identify potential fire hazards and address them promptly. Adequate storage and disposal of flammable materials, maintaining clear emergency exits, and ensuring functioning fire alarms and extinguishers are crucial steps in fire prevention.

Equally important is being prepared for a fire emergency. Conducting fire drills, training employees on evacuation procedures, and designating evacuation assembly points are essential. Establishing a communication system to alert employees during emergencies and ensuring that emergency contact information is up to date can significantly aid in a coordinated response.

Designating a team of trained employees responsible for fire safety can bolster workplace preparedness. These individuals can conduct regular inspections, maintain fire safety equipment, and act as liaisons with local fire departments. They can also play a vital role in training and educating other employees on fire safety practices.

Fire safety should be a top priority for every workplace, as it ensures the well-being of employees and protects valuable assets. By implementing preventive measures, conducting regular training, and fostering a safety-conscious culture, we can reduce the risk of fires and minimize their impact. Let's commit ourselves to prioritizing fire safety and working together to create a safer workplace environment. Remember, every action we take can make a significant difference when it comes to fire safety.

SOLID WASTE

Landfill

11,490 customer transactions

8,459 tons of residential MSW processed

28,756 tons of commercial MSW processed

3,735 tons of yard waste processed

Mid County

392 HHW

109 sharps

611 recycling

1,901 refuse/yard waste

3,013 total customers

West County

233 HHW

33 sharps

709 recycling

1,734 refuse/yard waste

2,709 total customers



CHARLOTTE COUNTY

Public Works

May 2023

NATIONAL PUBLIC WORKS WEEK

TRAFFIC SIGNS & MARKING

TSM recently completed the no passing zone extension on Bermont Road to reflect the ordinance update



Our Board of County Commissioners designated May 21-27, 2023, as National Public Works Week at the May 9 BCC meeting

LIGHTING DISTRICT

Our Lighting District took proactive measures to restore lights on Piper Road. The crew is working on installing new LED fixtures and replacing ones that were damaged by Hurricane Ian.



Key Performance Indicators

Tourist Development Tax Collections TDT

(Current Month)

Apr-22	\$714,190	↓	-11.1%
Apr-23	\$635,124		

TDT YTD Collections (Pacing)

Apr-22	\$5,350,669	↓	-3.6%
Apr-23	\$5,160,241		

PureFlorida.com

Website Traffic

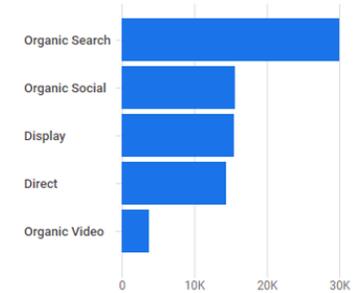
Website Users: 63K

Sessions: 86,327

Top Origin Markets:

FL, GA, NY, OH, MI, VA, IL, PA, IN

Sessions by Channel Group



SPORTS

Sales May 2023

During our Sports ETA (Event and Tourism Association) Symposium, the sports division of the VCB had a chance to attend industry classes that focused on assets currently used to elevate the experience for both the athlete and attendees. The new athlete looks a little different than one from 5-10 years ago. These athletes and attendees want information at their fingertips and technology is offering that option. Developing an app for people to download has become the way of the future. This allows the event rights holder the opportunity to bundle event information in real time. Not only providing the venue, hotel, and schedules, but creating interactive maps that interface with google maps. An app also allows for real time scores, schedule changes and safety announcements.

Sports Corner

Amateur Pickleball Association (APA) – Florida Open

PicklePlex of Punta Gorda - May 6-7, 2023

The PicklePlex of Punta Gorda hosted this inaugural Florida tournament. This event was open to all levels of amateur play from Juniors, Collegiate and Open Series. Athletes competed for points to elevate their national ranking.



US Amateur Basketball – Hoop Scene Florida Cup II

Babcock Ranch High School, Charlotte High School - May 13-14, 2023

Since the county gymnasiums are still closed, this US Amateur Basketball Shootout utilized three gymnasiums at Babcock Ranch High Schools and two at Charlotte High School to host these eighty elite teams.



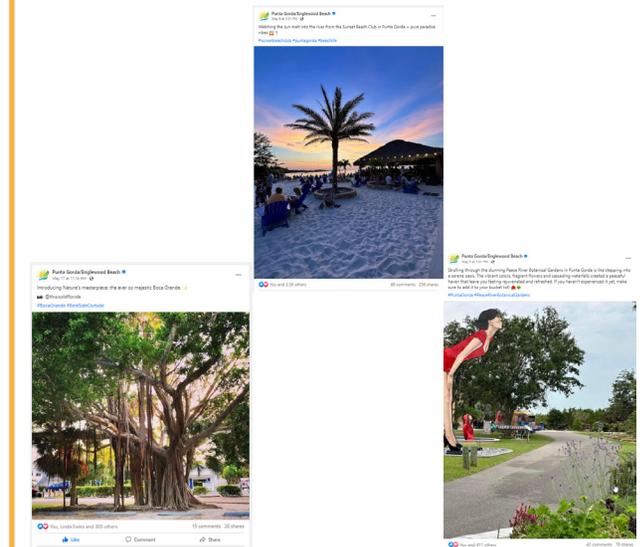
Fun Fact

As we enter NBA Playoffs....

- James Naismith, teacher at the YMCA in Massachusetts, is credited for inventing basketball in 1891 when he used a peach basket for the hoop and wire for the backboard.
- The first six years, you had to stay in place and throw the ball to your teammate versus dribbling down court.
- Basketball became an Olympic Sport in 1936
- The slam dunk was banned in 1967 until 1975.

Public Relations/Media May 2023

A total of 208 media placements were secured. These placements had a reach of approximately 375,109,053 and a media ad value of approximately \$707,136.



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

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



PROTECT OUR WATER!

Help improve and protect our water quality!
Do NOT use fertilizers containing nitrogen or phosphorus on any turf or landscape plants between June 1 to September 30.



- **Fertilizer Use:**

The use of fertilizers containing nitrogen or phosphorus is prohibited from June 1 to September 30.

HURRICANE SEASON IS HERE!



BE STORM-READY WITH WATER AND SEWER

- **Hurricane Season:**

It is essential to prepare for a hurricane, especially regarding water and sewer.

[Hurricane Preparedness: Utilities](#)

UNDER CONSTRUCTION

- **Cochran Reclaim Project:**
Construction of reclaim water mains along the right-of-way of Cochran Blvd. from Quesada Ave. to Peachland Blvd. Our contractor is currently staging materials at the lift station located on Quesada Avenue.
- **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 this month and Zones 1 and 2 sewer connections are expected to begin throughout the month.
If you are in Zone 2 and still need to receive or complete an Installation Agreement? Please contact Syndi Merriman at Syndi.Merriman@CharlotteCountyFL.gov or 941-764-4305 for more information.
For project information: AckermanProject.com

UNDER DESIGN

- **Lake View/Midway Septic to Sewer Project:**
This project proposes construction of a wastewater collection system to service approximately 1,500 properties with sewer service, new water service lines and a vacuum station.
LakeviewMidwayProject.com
- [Additional Utilities Projects](#)
[Potable Water Master Plan Report](#)

OPERATIONS

- **Calls Presented:** 9,162
- **Call Wait Time:** 3 minutes 50 seconds
- **Sewer Connections:** 45,288 (225 increase from April)
- **Water Connections:** 68,228 (320 increase from April)

Charlotte County, FL App Requests

- **4 Misc.—Utilities Department**
- **15 Utilities Billing**
- **3 Utilities Department Service**
- 22 Total**

[Charlotte County Utilities Facebook](#)
2,404 Follows

2022 Water Quality Reports:

<https://tinyurl.com/2022-CCR-Peace-River>
<https://tinyurl.com/2022-CCR-Burnt-Store>

Remember, every drop counts! 💧

Important Information:

The Temporary Customer Payment Center located at the Murdock Administration Center, 18500 Murdock Circle, B-109, in Port Charlotte is open.

Monday through Friday—9 a.m. to 4 p.m.

The Temporary Customer Payment Center assisted **362** individuals for the month of May.

Contact us at 941.764.4300 or CCUSupport@CharlotteCountyFL.gov