



Monthly Report

Oct. 2023

CC-TV now streaming on YouTube page

CC-TV, Charlotte County's government television channel, is now livestreaming on our YouTube page, www.YouTube.com/CCTVcharlottecountyFL. The page has been expanded from CC-TV Charlotte County to Charlotte County, Florida Government to include additional content created for our social media platforms. The channel is still available on the

county website, www.CharlotteCountyFL.gov/cctv and on Comcast channel 20 (or 97 in some areas).

County Commission and other meetings held in the commission chambers are also livestreamed on the county Facebook page, www.Facebook.com/CharlotteCountyFlorida. The Emmy-Award-winning channel

features government meetings and original videos about county issues, programs, people and services. There are also documentaries such as War Stories, a series of video interviews with county veterans. Other video series include News You Can Use, Charlotte County Spotlight, Animal Welfare League Pet of the Month and Let's Talk, Charlotte.



County surpasses state recycling goal

The Florida Department of Environmental Protection congratulated Charlotte County for surpassing the statewide recycling goal of 75%.

FDEP representatives commented that "by reaching an overall recycling rate of 76%, Charlotte County has shown dedication and commitment to improving local recycling efforts and preserving Florida's precious natural resources."

Kudos to our colleagues in Solid Waste Division for their daily work to advocate and educate all of us on the importance of recycling. They will receive the award at the Florida Recycles Day event at the USF Patel Center on Nov. 15.



The 2024 The Nature of Charlotte calendar is now available. Fourteen photos were selected from more than 420 submissions. Calendars are available for free at locations around the county. For the names of the winning photographers and a list of locations, visit our [website](#).

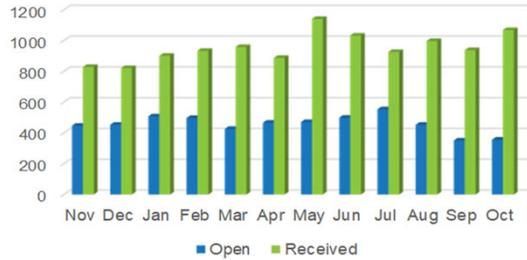
CC-TV earns two national awards for Hurricane Ian videos

CC-TV, Charlotte County's local government television channel, received two awards from the National Association of Telecommunications Officers and Advisors for post-Hurricane Ian informational videos.

CC-TV won awards of honor for its Community Services Update Post Hurricane Ian and Hurricane Ian Emergency Management Promotion videos. Congratulations to CC-TV Program Manager Elizabeth Sporillo and Television Production Specialist Tom Lloyd for their efforts to keep our residents informed about the status of county facilities and how to seek assistance from the Emergency Management call center.

Information Technology

Service Tickets by Month



Customer Satisfaction % Positive

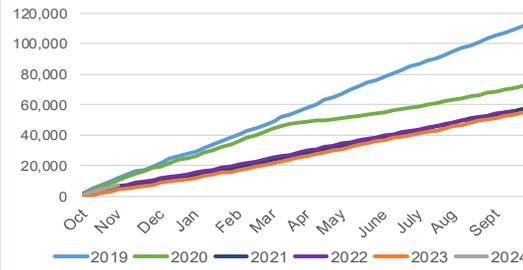


Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership



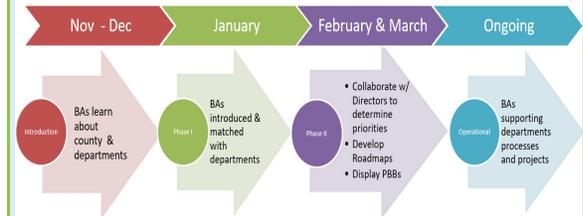
Director Highlights

Business Analyst Program

We are excited to announce that our IT Business Relationship Management team is complete! For those of you don't know, the Board of Commissioners approved the creation of new positions in the FY24 Budget to establish a Business Relationship Management group. This group supports the county's goal of ensuring a culture of continuous improvement by collaborating with departments to understand the current state of their processes and their use of technology to determine if improvements can be made that will enable the departments to achieve their strategic goals more efficiently. The details of the rollout will be presented at each of the quarterly business meetings. We look forward to your feedback!

October 2023

Rollout Overview



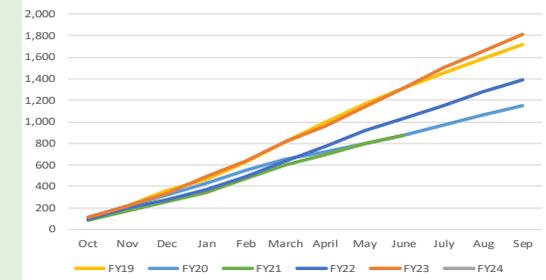
Health Center

Employee Health Center Monthly Appointment Utilization Summary



Records Management

Record Requests



WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?



PERMITTING STAGE



UNDER CONSTRUCTION



COMPLETED!!



Shoppes at Yellow Pine

42060 Cypress Pkwy., Babcock Ranch
126,000 sq. ft. of retail and restaurant with associated infrastructure.

Dollar General

25240 Sandhill Blvd., Punta Gorda
12,834± SF commercial retail development and associated infrastructure.

Dogwood Animal Clinic

19677 Cochran Blvd., Port Charlotte
4,650 Sq. ft. animal clinic.

Bachmann Project

21301/21401 Veterans Blvd., Port Charlotte
600 unit multifamily development..

Piper Logistics

9225 Piper Rd., Punta Gorda
139,200 sq. ft. warehousing and distribution development,

Whiskey Joe's

5000 Tamiami Trail, Port Charlotte
The project consists of a restaurant, outdoor tiki bar, event pavilion, and recreational areas.

Mazda Car Dealership

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



Charlotte Salon and Spa

19669 Cochran Blvd., Port Charlotte
8,618 sq. ft. salon and spa.



Urgent Care Facility

19580 Cochran Blvd., Port Charlotte
5,100 sq. ft. two unit retail and medical facility



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.



Elegance Plaza

14520 Chancellor Blvd., Port Charlotte
1-story 15,300 square foot shopping plaza.

Starbucks

18501 Murdock Circle, Port Charlotte
2,500 sq. ft. Starbucks with double drive-thru lanes.



PROJECTS' SPOTLIGHT

Babcock Update

- Certificates of Occupancy issued since August 2016: 2,162
- Single Family Permits Issued October: 41

West Port Update

- Single Family Certificates of Occupancy Issued since April 2021: 436
- Single Family Permits Issued October: 21



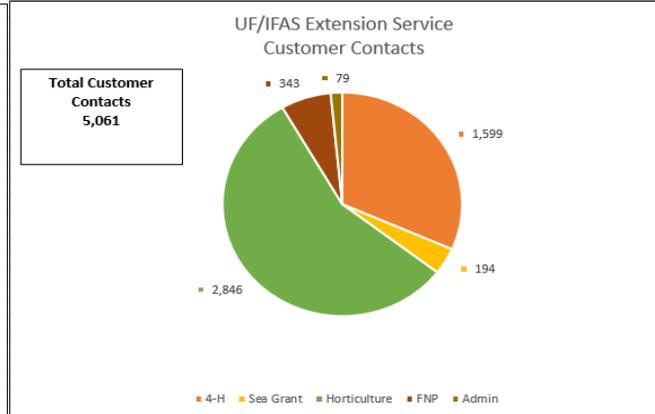
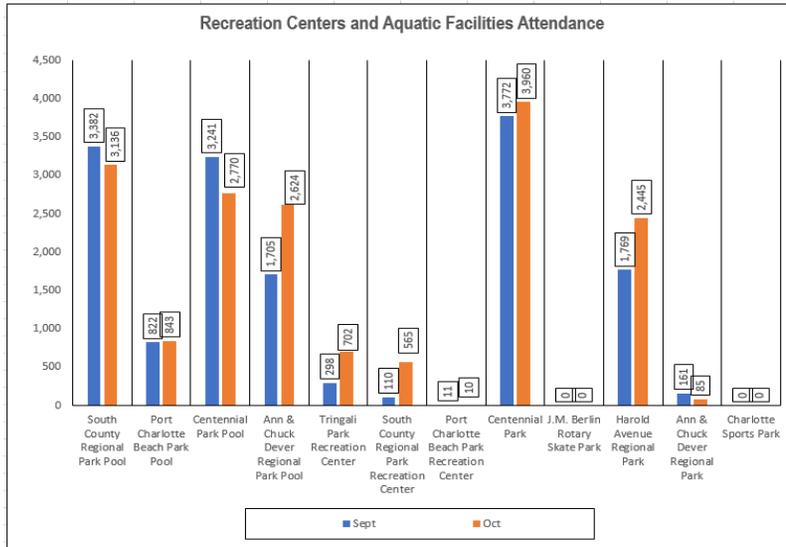
October Permitting:
Total Single Family Permits Issued: 330
Single Family Certificates of Occupancy Issued: 312
Total Permits Taken In September: 4,415
Total Permits Taken in October: 4,363
Total Permits Issued for October: 4,739
Total Permits Issued FY22-23: 81,910
(Fiscal Year Oct. 2022—Sept. 2023)
Total Permits Issued FY23-24: 4,739

PERMITTING SNAPSHOT



CHARLOTTE COUNTY
Community Development

October, 2023



Parks and Athletic Field Maintenance

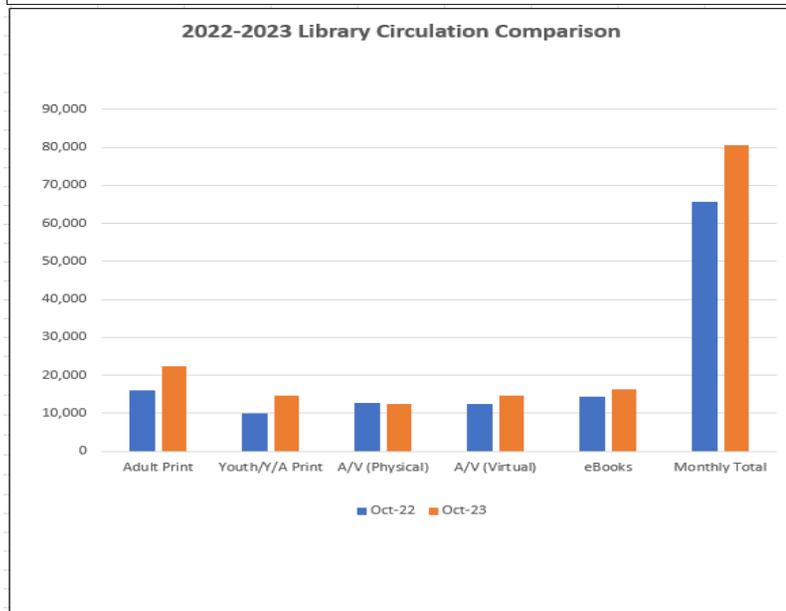
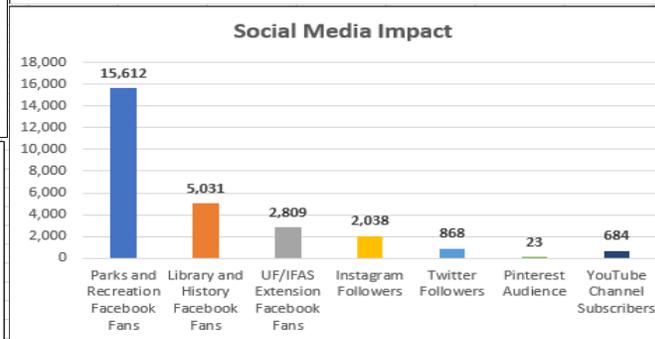
- 3,577 trash bags collected
- 568 recycling bags collected
- 360 fields prepped for practices/games
- 5 fields prepped for tournaments

Land Management

- 79 miles maintained
- 24 acres exotics treated
- 15 acres of habitat managed
- 65 trees cut
- 70 acres burned

Project Management

- 94 projects, \$10,719,516



Coastal Management

Sea Turtles

- 2,035 nests
- 18 being monitored

Coastal Lighting

- 28 permit reviews
- 14 inspections

Business Observer: Florida is the most entrepreneurial state in the U.S., according to a recent data study that looked at eight indicators. Read more [here](#).

According to GulfShore Business, Charlotte County real estate market reaches balance in September 2023.

Florida Realtors shows the median price for single-family homes in Charlotte County was \$364,900 in September, down from \$371,500 in August and down 1.4% from September 2022. Read the full article [here](#).

Congratulations, Kay Tracy, on a phenomenal job at the inaugural United at Work Summit breakfast!

Your dedication and hard work truly shined at this enlightening and motivating event. The United at Work Summit brought together stakeholders, business proprietors, and community influencers to create an impactful change in our community. It's inspiring to witness the collective effort towards building a stronger community.

If you want to learn more about the amazing work of the United Way and how you can make a difference, click on the link: <https://www.unitedwayccfl.org/>



**KAY TRACY, BUSINESS RECRUITMENT MANAGER
CHARLOTTE COUNTY ECONOMIC DEVELOPMENT**

AMANDA BENTON CELEBRATES FIVE YEAR ANNIVERSARY WITH CHARLOTTE COUNTY ECONOMIC DEVELOPMENT OFFICE

Amanda Benton celebrated her five year anniversary working with Charlotte County Economic Development office with a Certificate of Appreciation presented to her during the October 10, 2023 Board of County Commissioners Meeting. Congratulations, Amanda!!!



October 2023

Operation Green Light for Veterans



Operation Green Light for Veterans is a national collaborative initiative to support military veterans. On October 24rd, the Board passed a proclamation encouraging citizens to recognize the importance of honoring all those who made immeasurable sacrifices to preserve freedom by displaying green lights in a window of their place of business or residence. By shining a green light, county governments and residents show veterans that they are seen, appreciated, and supported.

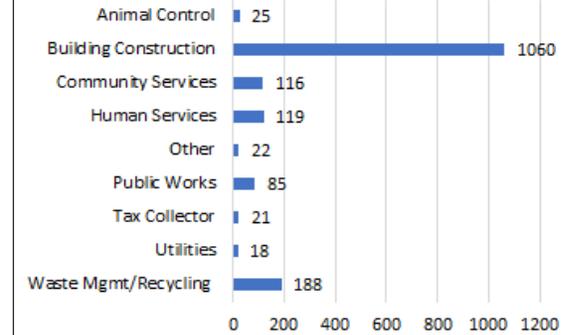
In support of the week-long initiative from November 6-12, 2023, Facilities installed green lights at the Murdock Administration Center, Mac V Horton West County Annex, Human Services Building, and William R. Gaines Jr. Veterans Memorial Park.

- ◆ The temporary tender house was delivered and put into service at the Gulf Cove Lock.

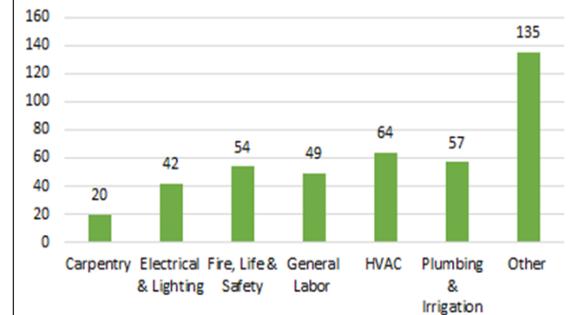


- ◆ Requests for Proposal (RFPs) were submitted to Purchasing for a Design Consultant and a Construction Manager at Risk for Fire Stations 3,6, and 17. The county will benefit from cost savings realized from economies of scale using one design firm and one CM@Risk for all three stations.
- ◆ Requests for Proposal (RFPs) were submitted to Purchasing for the Design and Construction Manager at Risk for both the second phase at William R Gaines Jr. Veterans Memorial Park and the first phase of GC Herring Park.
- ◆ On October 24th, the Board approved the Guaranteed Maximum Price (GMP) for Construction Managers at Risk for Hurricane Ian Recovery for Mid and West County as well as Phase 2 of South County.

FY24 Switchboard Calls- October



FY24 Work Orders Created- October (excluding Jail)

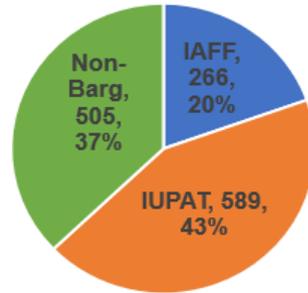


FY24 Small Projects- October



Workforce

Employee Count 1,360
 Avg Age 46
 Avg Hourly Rate \$27.50
 Avg Years of Service 8.13



Retention of New Hires **October**
 % completing probation 71%

Succession Planning

Ee's in FRS DROP the next 8 years 2.8%
 % of Workforce Retired this FY 0.2%

Separations

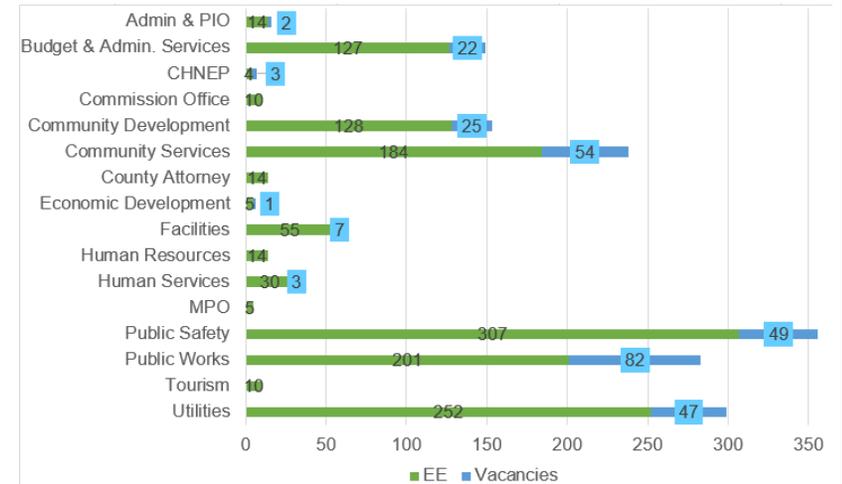
October
 Turnover 1.1%
 Separations 15



Training & Development

Training 186 EE's 27.25 5,069 contact hrs
 % using Tuition Reimbursement 1%

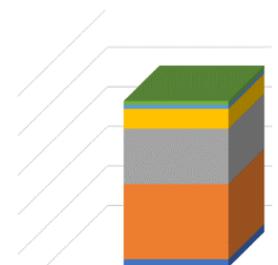
Employees vs Vacancies



Total Vacancies: 297

Recruitment

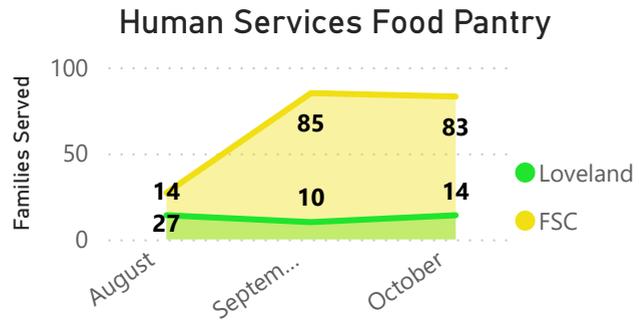
Applications Taken 868
 Job Posting Hits 41,714
 New Hires 19
 Recruited Pos FT 83
 Posted PT/Sea/Intern 12



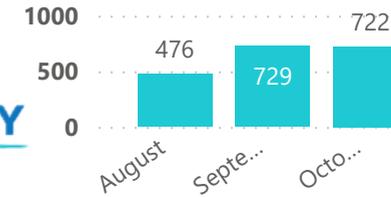
Category	Total
temp2rft	1
status	1
re-hire	5
promotion	14
new hire	19
lateral	2



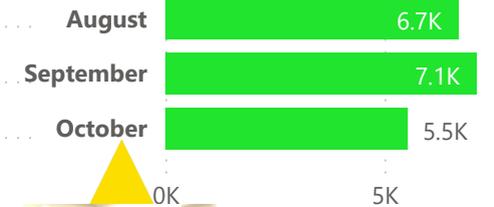
Total Clients Served October 2023



Referrals Made to FSC Partners

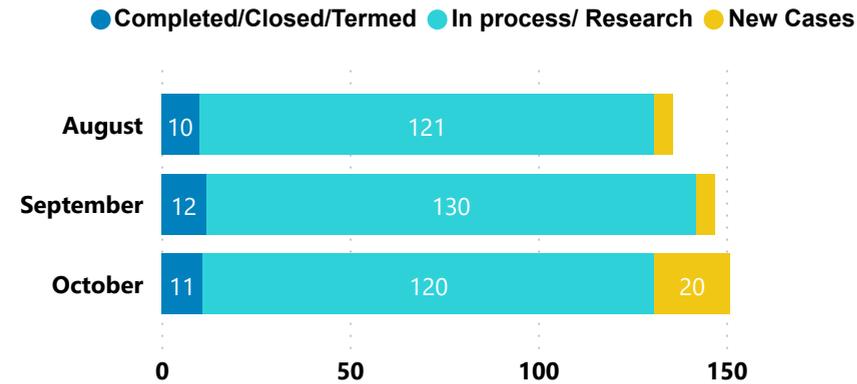


Human Services Call Volume

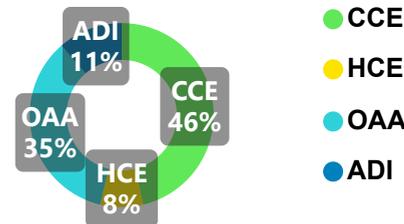


Aging & Adult Services

Case Management

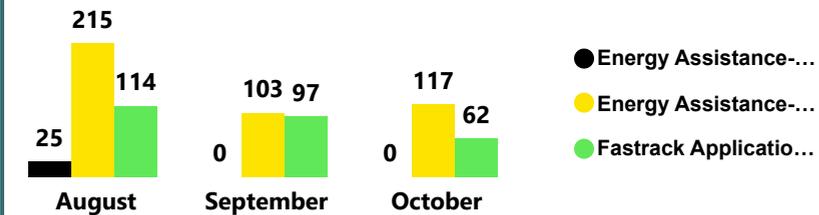


Harry Chapin Food Truck Services



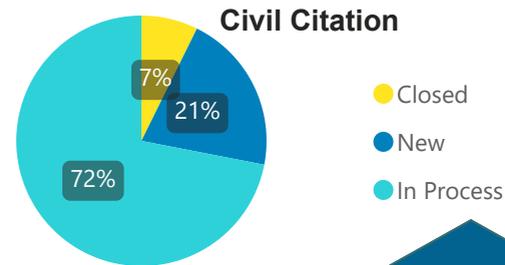
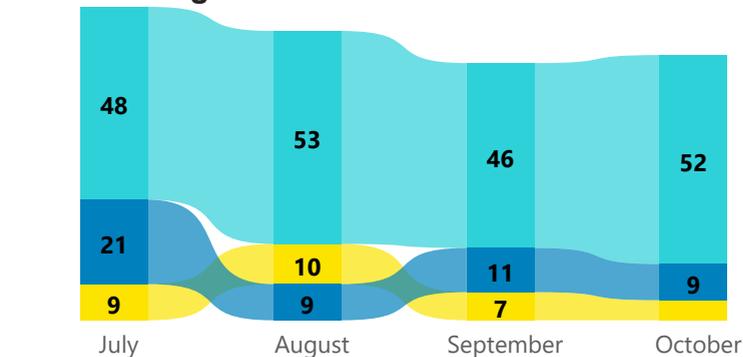
Intake Services

Congratulations to our Rockstar of the Month Administrative Coordinator Ruth Agosto for going above and beyond and to Senior Intake Coordinator Margaret Selberg and Intake Case Coordinator Kelly Gammon who received an Exceptional Service Award for their work in completing a file project for the division.



Neighborhood Services

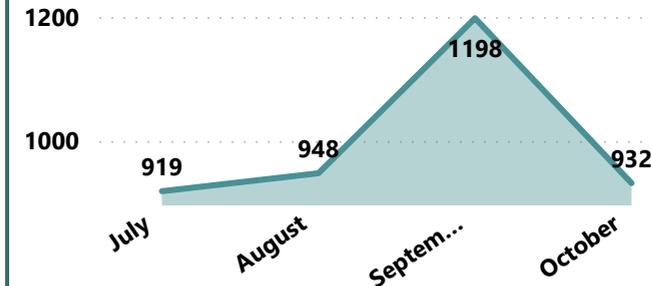
Case Management



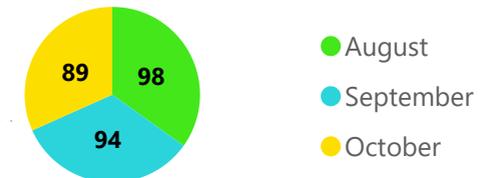
175
Clients Served

Veteran Services

VA Clients Served



New Claims

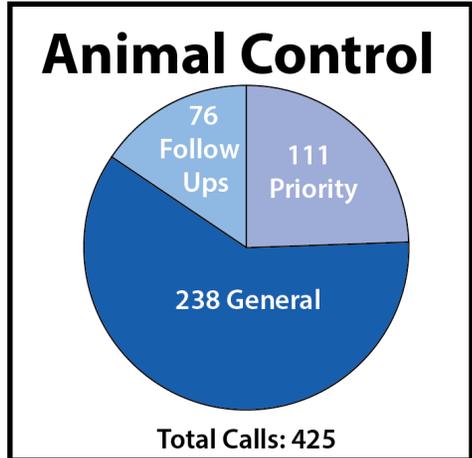
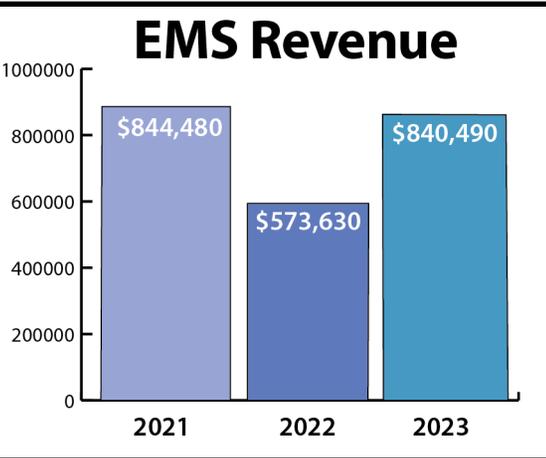
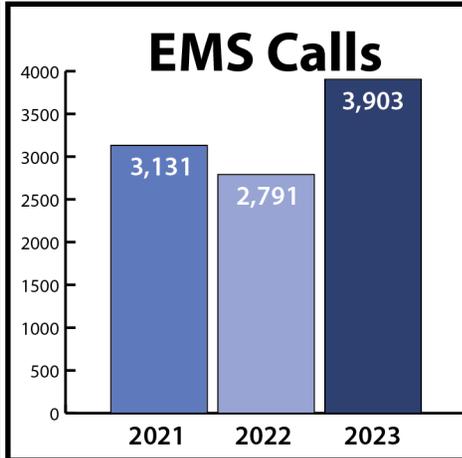
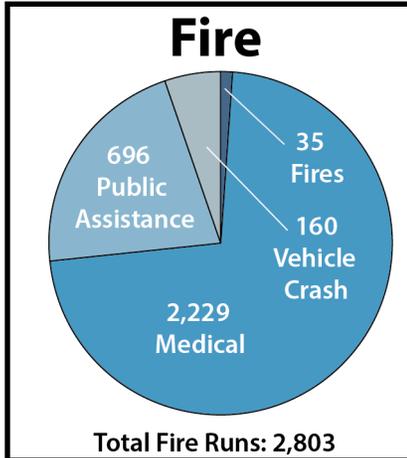


Calls for Veteran Services

1.5K

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



Preventing Falls

Falls are a common but often underestimated hazard, and they pose a significant risk to people of all ages. In fact, falls are the leading cause of injury-related deaths and non-fatal injuries, affecting millions of individuals each year. While it is true that falls can happen anywhere, they frequently occur within the familiar confines of our homes. The good news is that many of these accidents are preventable with some simple precautions and modifications. Here are some tips to help prevent falls in homes.

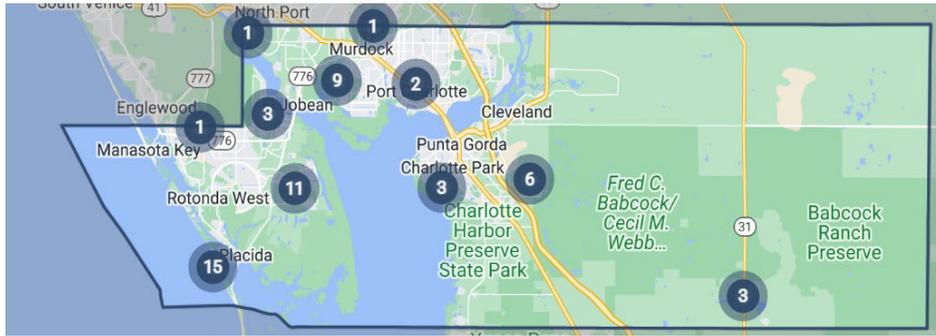
- 1. Clear Clutter:** One of the most common causes of falls at home is clutter. Keep walkways, stairs, and hallways clear of obstacles like shoes, toys, and loose cords. This simple step can significantly reduce the risk of tripping and falling.
- 2. Improve Lighting:** Poor lighting can make it difficult to see potential hazards. Ensure that your home is well-lit, especially in areas where you walk and move frequently. Consider installing motion-activated lights in key locations, such as the bathroom, so you don't have to fumble for a switch during nighttime trips.
- 3. Secure Rugs and Carpets:** Loose or wrinkled rugs and carpets are tripping hazards. Use non-slip pads to secure them to the floor, reducing

the risk of slipping and falling.

- 4. Install Handrails:** In areas like staircases, bathrooms, and hallways, installing handrails can provide valuable support for balance and stability. Make sure they are securely mounted to the wall.
- 5. Use Grab Bars in the Bathroom:** The bathroom is a common location for falls. Installing grab bars near the toilet, bathtub, and shower can provide support and help individuals maintain their balance.
- 6. Wear Appropriate Footwear:** Choose appropriate footwear that fits well and provides good support. Avoid walking around in socks or flimsy slippers, especially on slippery surfaces.
- 7. Regular Exercise:** Staying active and engaging in exercises that improve balance and strength can be a powerful preventive measure against falls. Consult with a healthcare professional to determine a suitable exercise regimen.

By taking these precautions and being mindful of potential hazards in your home, you can significantly reduce the risk of falls. Prevention is key, and it starts with creating a safe and secure environment for yourself and your loved ones. With these measures in place, you can enjoy the comfort of your home without the worry of accidents and injuries.

Mosquito & Aquatic Weed Control

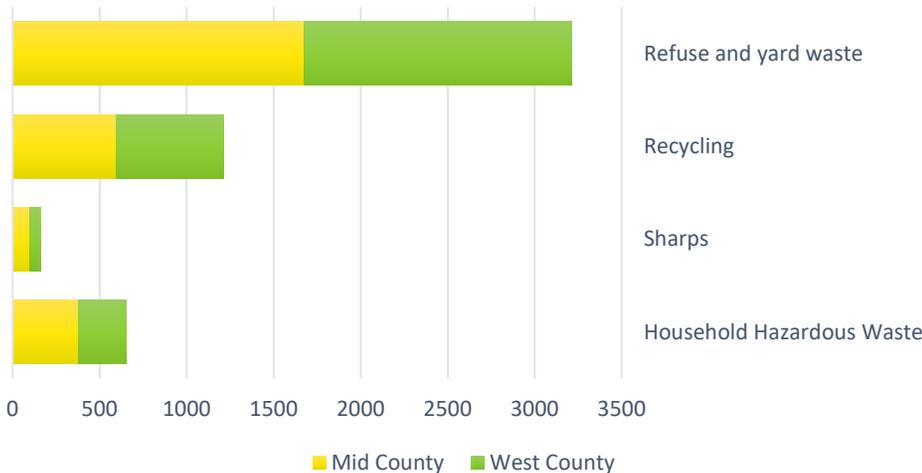


Adulticide
191,508
acres treated

Larvicide
418
acres treated

4,655
Total number of
mosquitos identified
to species

Transfer Facility Customers



CityWorks

363
Work Orders
Opened

1058
Work Orders
Closed

324
Service
Requests
Opened

144
Service
Requests
Closed

Application Requests

Received

287

Completed

252



**Engineering Division
Hurricane Ian Projects**

72
Total Projects

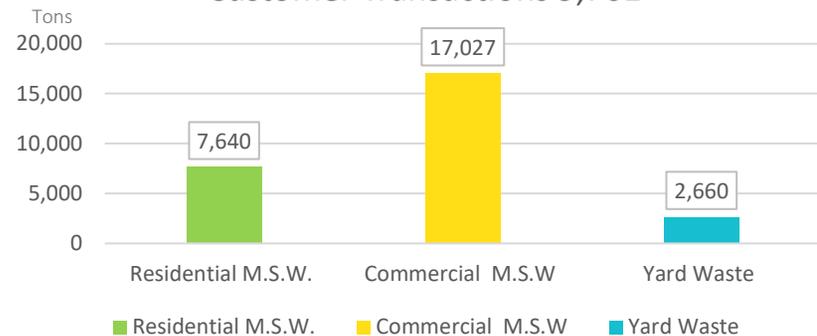
2
Planning

6
Purchasing

61
Complete

3
Construction

Landfill Customer Transactions 9,761



Key Performance Indicators

Tourist Development Tax Collections TDT

(Current Month)

Sep-22	\$338,283	↑ 28.6%
Sep-23	\$434,940	

TDT YTD Collections (Pacing)

Sep-22	\$7,762,508	↓ -3.3%
Sep-23	\$7,509,916	

PureFlorida.com

Website Traffic

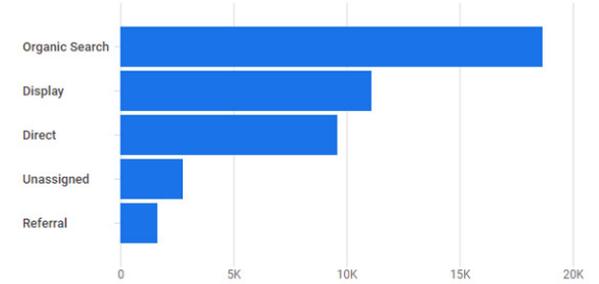
Website Users: 47,000

Sessions: 62,764

Top Origin Markets:

FL, NY, GA, MI, OH, IL VA, CA, MA, PA

Sessions by Channel Group



SPORTS

Sales October 2023

ProAm 50 Softball – SWFL 50's & 60's Tournament

Carmalita Park

October 21-22, 2023

This high-level senior softball tournament took place at Carmalita Park in Punta Gorda. Teams travelled in from throughout Florida and the top three teams secured a spot in the State Championship.

USSSA Prostyle Baseball – Victory in Pink

Centennial Park, & South County Regional Park

October 21-22, 2022

Prostyle's 11th annual Victory in Pink tournament, representing the awareness of breast cancer, had over 50 teams participating in the under 8 to under 18 age brackets.

National Pickleball – NP Punta Gorda Open

Pickleplex of Punta Gorda

October 19-22, 2023

National Pickleball host tournaments on the west coast in California and have decided to bring the same business model to Florida at the Pickleplex of Punta Gorda. This 2nd annual event hosted 545 amateur and professional athletes creating 803 hotel room nights..

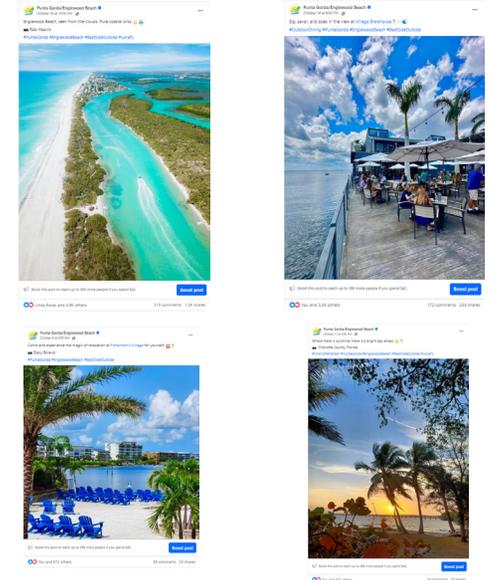
Fun Fact

Opening day for professional basketball was October 24th

- As bizarre as it sounds, basketball was originally played with a soccer ball and peach baskets, with referees having to retrieve the ball each time a player made a basket.
- In 1900, the string baskets we know today were introduced to the game and, later, backboards were attached to prevent spectators from blocking a shot.
- The first team credited with advancing the ball by dribbling it played at Yale in 1897. Prior to that, teams would need to stand still and throw it to each other.

Public Relations/Media October 2023

A total of 115 media placements were secured. These placements had a reach of approximately 64.18M and a media ad value of approximately \$124K.



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

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




KEEP FOG OUT OF PIPES!

While you may enjoy your Thanksgiving meal, your pipes do not!

Fats, Oils and Grease cause major plumbing issues. When FOG is dumped down the drain, it hardens and sticks to the walls of sewer pipes, which can result in sewer blockages.

Keep FOG Out of Pipes!

Fats, Oils and Grease can cause major plumbing issues. Follow these simple tips to keep your pipes clear and avoid any unexpected messes during the holiday season.

- ∞ Let Fats, Oils and Grease cool and discard them in a disposable container, such as an empty food can, and place it in the garbage.
- ∞ Scrape food scraps off your dishes in to the trash, not down the drain.
- ∞ Wipe FOG from pots and pans with a paper towel before rinsing them off in the sink.

CHARLOTTE COUNTY UTILITIES

should be your first call for utility issues.

STAFF IS AVAILABLE 24 HOURS, 7 DAYS A WEEK

941-764-4300



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.

UNDER CONSTRUCTION

- **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 in operation and Zones 1 and 2 sewer connections have begun.
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.
For project information: AckermanProject.com
October Connections: 22
Total Connections: 152

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
- **Cape Haze Septic to Sewer Project:** This project proposes construction of a wastewater collection system to service approximately 300 properties with sewer service, new water service lines and a vacuum station. Land survey and data collection work within the Cape Haze Water Quality Improvement Project began on Monday, Nov. 6.
CapeHazeProject.com
[Additional Utilities Projects](#)
[Potable Water Master Plan Report](#)

OPERATIONS

- **Calls Presented:** 9,040
- **Call Wait Time:** 2 minutes 29 seconds
- **Sewer Connections:** 46,392 (184 increase from September)
- **Water Connections:** 69,257 (134 increase from September)
- **Water Customer Service Work Orders:** 383
- **Sewer Customer Service Work Orders:** 419

Charlotte County, FL App Requests

- 5 Misc.—Utilities Department
- 6 Utilities Billing
- 9 Utilities Department Service
20 Total

[Charlotte County Utilities Facebook](#)
2,555 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 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 Customer Payment Center assisted **632** individuals for the month of October.