



Monthly Report

April 2024



Charlotte County staff participates in hurricane prep exercise

County staff held a hurricane exercise on April 26 at the Emergency Operations Center to continue to hone their skills, processes and partner agency relationships. These exercises are critical to ensuring our people and policies are prepared for whatever might come our way during the upcoming hurricane season.

Scientists from the Colorado State University's atmospheric science department predicted last month that

the 2024 hurricane season would produce 23 named storms, 11 hurricanes and five major hurricanes. That's the highest prediction the world-renowned meteorology program has ever made.

As our Emergency Management Director Patrick Fuller likes to say, "It only takes one storm" to make any hurricane season a bad one. We're not far removed from the 2022 season that produced catastrophic Hurricane Ian and 2023's Hurricane Idalia, which passed

more than 150 miles to the west of the county, but still produced flooding that caused bridge and road closures and water damage to numerous homes and businesses.

With hurricane season approaching, I encourage everyone to review your disaster plan, replenish emergency supplies, look over important documents like insurance policies and share your plans with family and friends. Be storm ready and stay safe.



Charlotte County staff participated in a hurricane exercise on April 29 at the Emergency Operations Center. A more active than normal hurricane season begins June 1. Colorado State University predicted up to 23 named storms would form. Review your emergency plan, stock up on supplies and review important documents to be storm ready.



The Charlotte County Junior Commission participated in a mock County Commission meeting on April 9. A second junior commission program is set for fall 2024.

Students complete Inaugural Junior Commission program

The inaugural Charlotte County Junior Commission program held a mock commission meeting on April 9 in the commission chambers of the Administration Center.

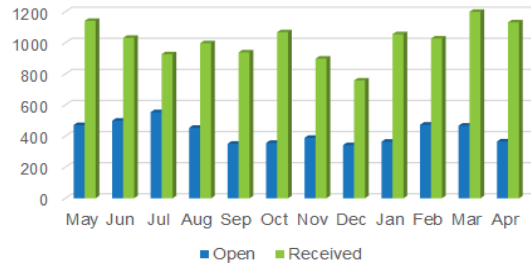
Twelve county high school juniors and seniors participated in the three-month program. Participants met with county commissioners, attended a commission workshop, code enforcement special magistrate and commission meetings throughout February and March. The program highlight was a mock commission meeting in which the students served as commission-

ers. County staff presented agenda items on proposed developments, a residential chicken-keeping ordinance and proclamations to the junior commissioners and addressed the board during "public input." County staff role-played as residents providing public input and agenda item advocates

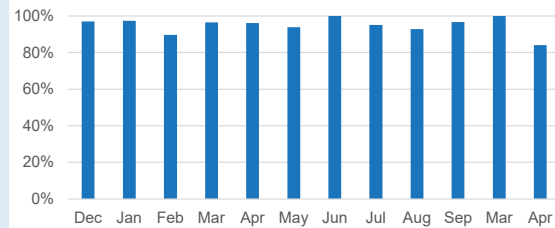
The feedback from participants was glowing and the county announced a second program in the fall. Thank you to the participants for your interest in learning about how local government operates and best wishes for your future success.

Information Technology

Service Tickets by Month

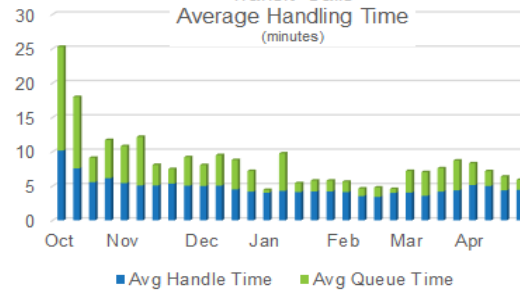


Customer Satisfaction
% Positive

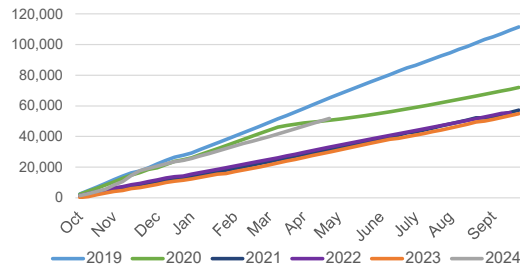


Transit

Transit Calls
Average Handling Time
(minutes)



Annual Cumulative Ridership



Director Highlights

Technology Roadmaps

This month we'd like to highlight the efforts of your IT Client Services team. Over the past several months Client Services has significantly reduced the number of open tickets while navigating an internal restructure, migration to a new ticketing system, turnover of staff, and increase in overall County employees. Their efforts directly resulted in a 25% reduction in open tickets from 493 to 371 in the month of April. The number of tickets opened in April was 1,131 with 1,253 tickets closed. Your Client Services Manager, Jammie Webb, and her staff of motivated IT professionals are dedicated to the effective and efficient delivery of your services while exemplifying Charlotte County's values of being Committed, Accountable, Resourceful, Energetic, and Supportive. Thank you Client Services!

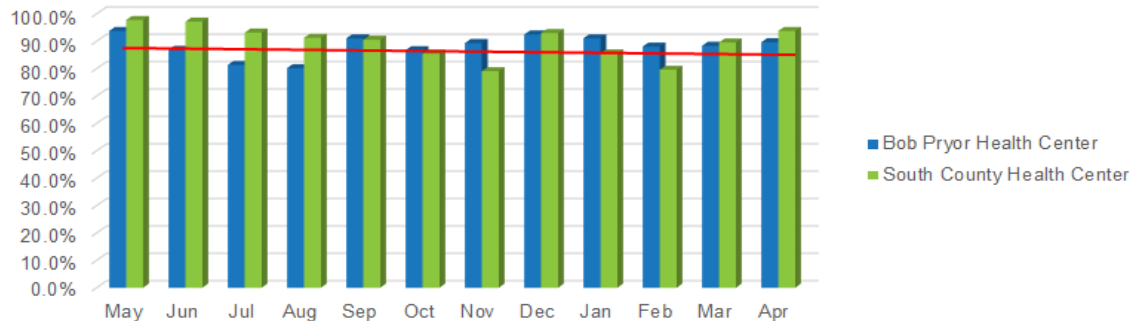
April 2024



From L to R: Tomasz Faras, Noelle Allen, Jammie Webb, Diego Maldonado-Morales, Marshall Spangler, Alex Baker, Donevan Knight (not pictured: Jahnese Herrick, Scott Gordon, Peter Joseph, Aidan Kelley)

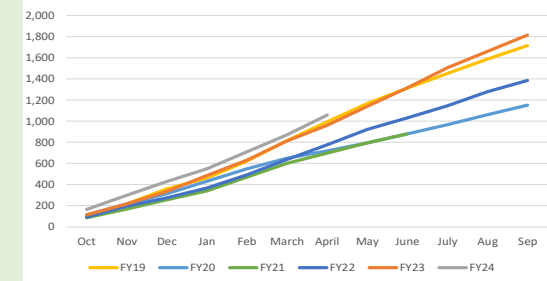
Health Center

Employee Health Center
Monthly Appointment Utilization Summary



Records Management

Record Requests



PERMITTING

Boca Grande Peninsula Resort & Marina
13000, 13110, 13120, 13140 Fishery Rd., Placida

Four 3-story buildings totaling 210,044 sq. ft. with 155 hotel rooms, 4,000 sq. ft. ballroom/meeting area, 4,000 sq. ft. of retail space, six 3-story multi-family buildings totaling 258,726 sq. ft. with 99 dwelling units, 4,500 sq. ft. restaurant within the main hotel building, 4,000 sq. ft. free standing restaurant, two swimming pool/amenity areas, and 79-slip marina

Charlotte Technical College Aviation Tech Facility at Punta Gorda Airport

27500 Challenger Blvd., Punta Gorda
8,120 sq. ft. classroom and 10,150 sq. ft. hangar, for a total of 18,270 sq. ft.

Englewood Boys and Girls Club

11112 Willmington Blvd., Englewood
16,155 sq. ft. recreational community center for children

Kahwa Coffee

19580 Cochran Blvd., Port Charlotte
1,500 sq. ft. drive-thru restaurant

UNDER CONSTRUCTION



Brix Coffee

844 Tamiami Trail, Port Charlotte
800 sq. ft. drive-thru coffee shop



Buffalo Wild Wings & Del Taco

1490 Tamiami Trail, Port Charlotte
1,145 sq. ft. Buffalo Wild Wings and 2,370 sq. ft. Del Taco restaurants with drive-thru



Livano Charlotte Harbor

100 Tamiami Trail, Port Charlotte
333-unit apartment complex with a swimming pool and clubhouse



RaceTrac

6090 Duncan Rd., Punta Gorda
8,100 sq. ft. convenience store with 602 sq. ft. covered patio



Whiskey Joe's

5000 Tamiami Trail, Port Charlotte
Restaurant, outdoor tiki bar, event pavilion, and recreational areas

COMPLETED



Mazda Dealership

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

PERMIT STATS

PROJECT SPOTLIGHT

Babcock Update

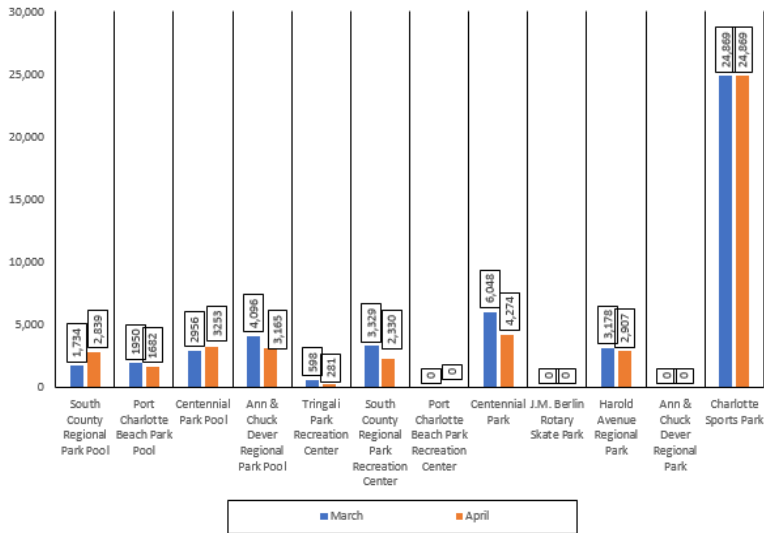
COs issued since Aug. 2016: 2,678
Single family permits issued (April 2024): 112

West Port Update

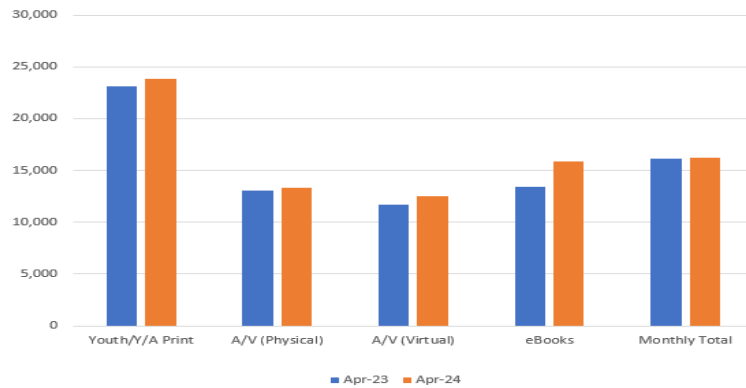
COs issued since April 2021: 594
Single family permits issued (April 2024): 21

Total single family permits issued	355
Total single family COs issued	355
Total permits taken	4,084
Total permits issued (April 2024)	3,707
Total permits issued (FY22-23)	81,910
Total permits issued (FY23-24)	28,154

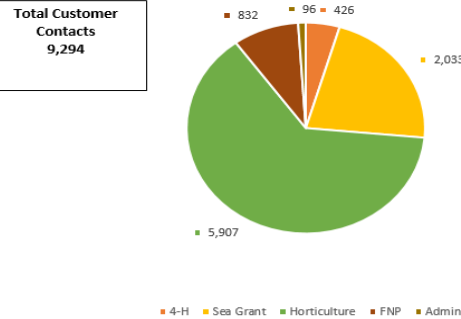
Recreation Centers and Aquatic Facilities Attendance



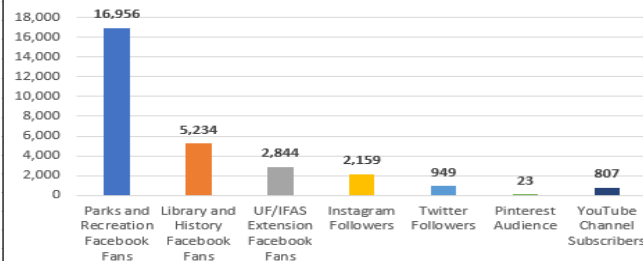
2022-2023 Library Circulation Comparison



UF/IFAS Extension Service Customer Contacts



Social Media Impact



Natural Resources

Coastal Lighting

- 32 permits in review
- 3 permit inspections

Eagle Nests

- 29 nests being monitored
- 1 nest with chicks
- 18 total nests fledged in county with 24 fledged eaglets

Abandoned/Derelict Vessels

- 6 open
- 3 removed
- 5 ready for removal

Parks and Athletic Field Maintenance

- 4,357 trash bags collected
- 694 recycling bags collected
- 492 fields prepped for practices/games

Land Management

- 38.5 miles maintained
- 23 acres of exotics treated
- 16 acres of habitat managed
- 243 acres of overstory reduction
- Staff conducted an educational outreach event at Babcock and Cedar Point Environmental Park as well as Sam and Charlotte's Super Safari presentations.

Project Management

- Completed -10
- Not started - 5
- In progress-53
- 68 total projects, \$10,593,289

FLORIDA MANUFACTURING IS BOOMING, RIVALS TOURISM



Florida ranks 10th in the U.S. for manufacturing employment, and the industry is poised for growth, according to the 2023 Florida Manufacturing report.

Manufacturing is booming in Florida and rivals tourism and agriculture in the contributions it makes to the Sunshine State's economy.

The number of employees in Florida's manufacturing industry and the wages they earn are also on the uptick, according to the inaugural Florida Manufacturing report.

View that full story [here](#).

CHARLOTTE HIGH WILL LAUNCH A NEW AEROSPACE PROGRAM



This type of career opportunity has Charlotte County School District leaders working to expand the district's aviation program by building a hangar actually on the Charlotte High School campus for a new aerospace program. Read the full WGCU article by clicking [here](#).



UPCOMING EVENTS IN CHARLOTTE COUNTY

**FGCU IS HOSTING A
COMMUNITY
OUTREACH EVENT
JUNE 5, 2024 AT
5:00 PM AT THE
CHARLOTTE HARBOR
EVENTS CENTER**

**PROMENADES MALL
WILL BEGIN
DEMOLITION WORK
JUNE 7, 2024 AT
10:00 AM. COME OUT
AND WATCH HISTORY
BEING MADE!!**

April 2024

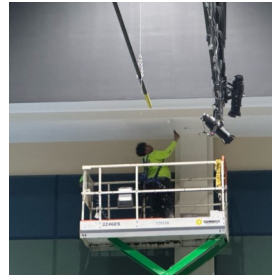
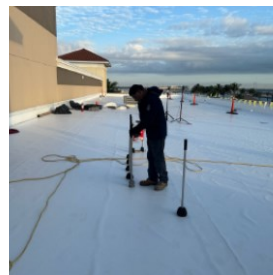
Babcock CCSO District 5 and Fire Station 9



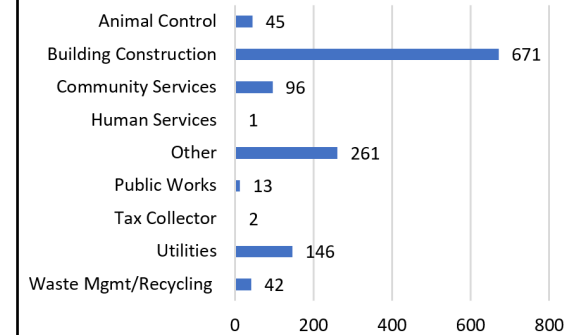
Under a Master Development Order with Babcock Ranch Holdings, the shell portions for new Fire Station 9 and CCSO District 5 have been completed. In April 2024, both properties were transferred to Charlotte County as the new owners. Interior buildout of both buildings has already started with a completion date set for January 2025. Florida Premier Contractors is responsible for completing the interior work for each building with a combined total 24,000 square feet of space at a cost of \$7M.



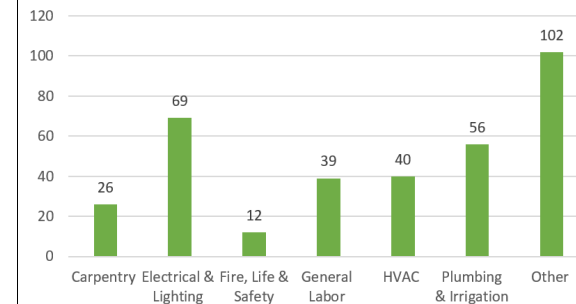
- Contract negotiations are in progress for William R. Gaines Jr. Veterans Memorial Park Phase II design.
- Design contract negotiations are underway for G.C. Herring Park Phase I.
- Early work packages are in process to replace the roof, HVAC units, and envelope mitigation for the Mid-County Regional Library Hurricane Recovery project.
- The design proposal for Fire Stations 3, 6, and 17 has been received and is currently in negotiations.
- The Charlotte Harbor Event and Conference Center roof and interior were seriously damaged during Hurricane Ian. Over the last 6 months, a brand-new roofing system at different height levels has been installed. Concurrently, challenging interior repairs were performed to bring back the glamor for which the Event Center is known.



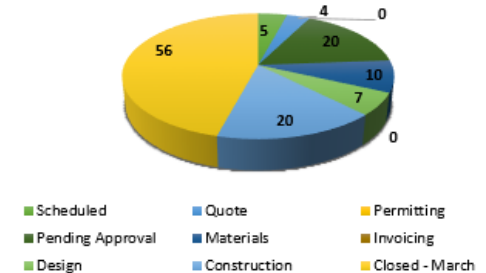
FY24 Switchboard Calls April 2024 Total Calls - 1271



FY24 Work Orders - April 2024 Total 344 (excluding Jail)



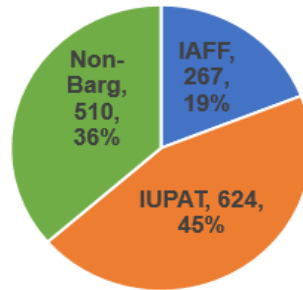
FY24 Small Projects - April



Human Resources

Workforce

Employee Count 1,401
Avg Age 46
Avg Hourly Rate \$27.23
Avg Years of Service 7.9



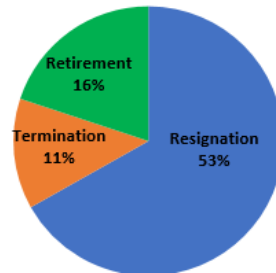
Retention of New Hires April
% completing probation 92%

Succession Planning

Ee's in FRS DROP the next 8 years 2.9%
% of Workforce Retired this FY 1.9%

Separations

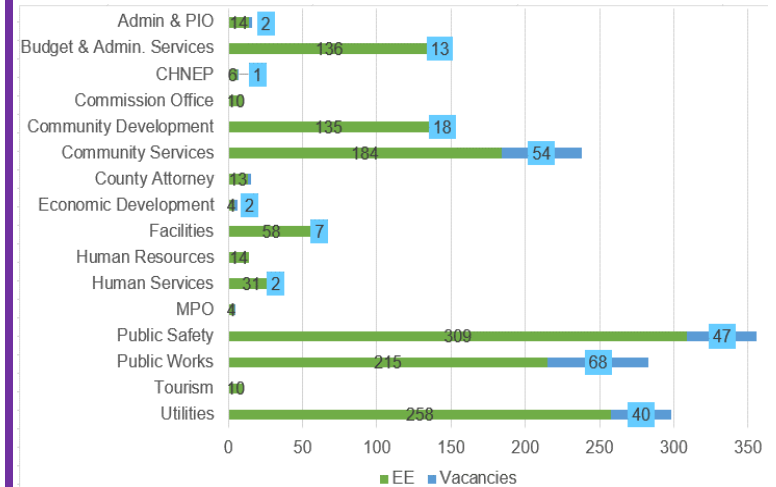
April
Turnover 1.1%
Separations 15



Training & Development

Training 44 EE's 9.25 407 contact hrs
% using Tuition Reimbursement 1%

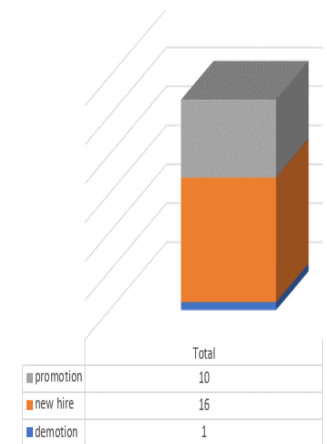
Employees vs Vacancies



Total Vacancies: 262

Recruitment

Applications Taken 865
Job Posting Hits 24,793
New Hires 16
Recruited Pos FT 66
Posted PT/STARR 13





905

Total Clients Served April 2024

222

FSC Bookings

46

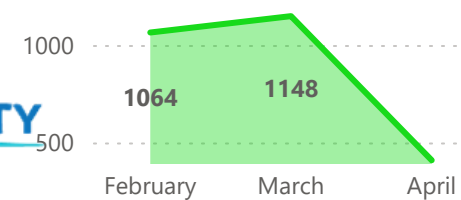
Skedda Users

23

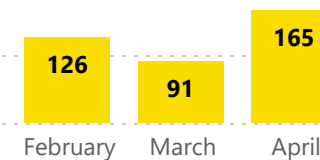
Organizations Booked



Referrals made to Partners



FSC Food Pantry



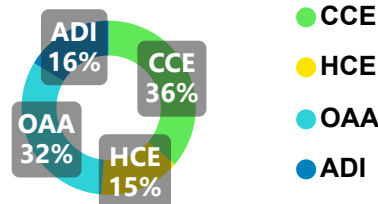
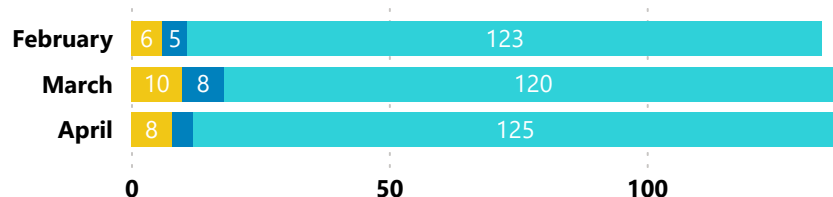
Aging & Adult Services



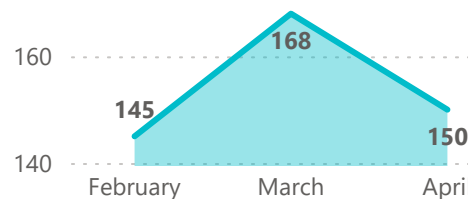
Awarded Lead Agency for Charlotte County Community Care for the Elderly grant Cycle FY2024-2030 and organize 2nd Seniors, disabled adults and Veterans social event with 64 people in attendance.

Case Management

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



Total Clients Served

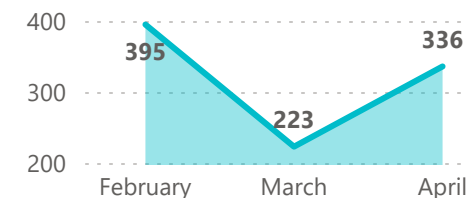


Intake Services

4252

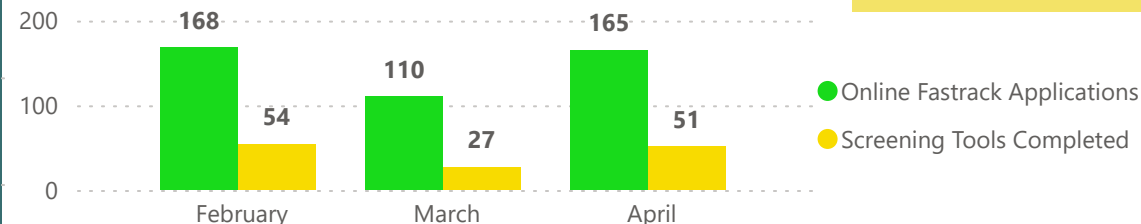
Intake Services Calls

Total Clients Served



50

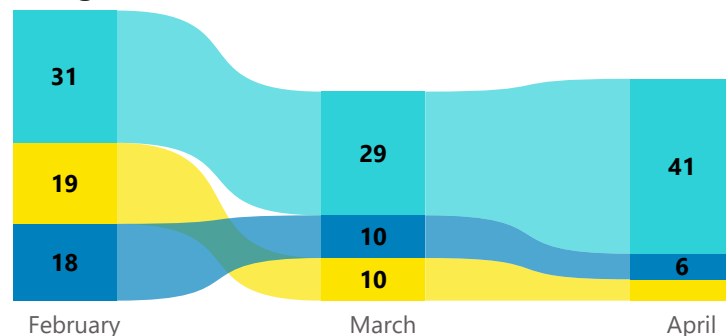
LIHEAP-Applications



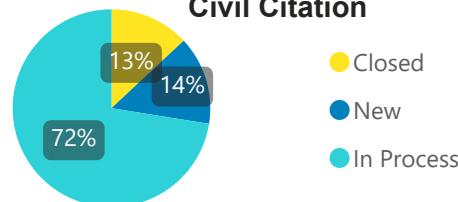
Neighborhood Services

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

Case Management



Civil Citation

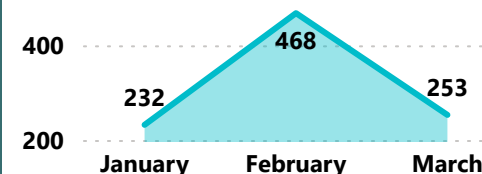


146

Total Clients Served

Veteran Services

VA Clients Served



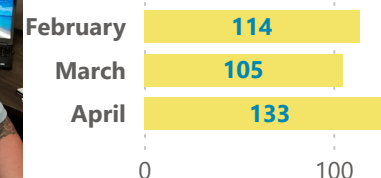
We have a new Veteran Service Officer on our team! Please meet John Dalessio, US Army, Combat Veteran.



2018

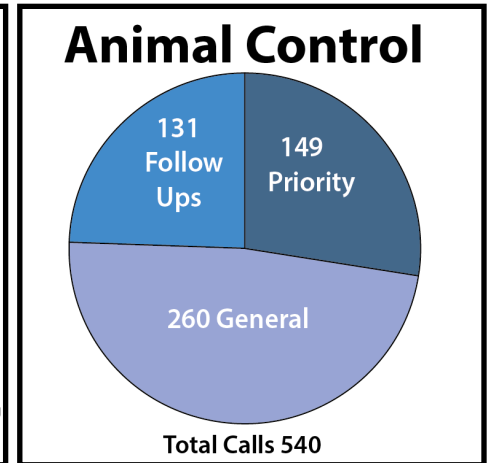
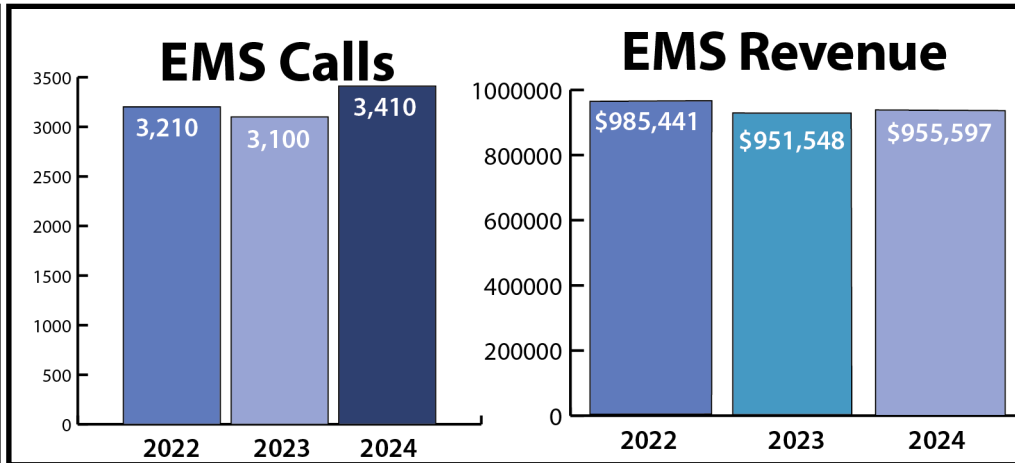
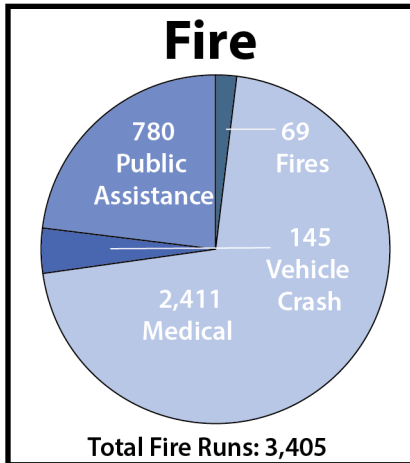
Calls for Veteran Services Assistance

Veteran's New Claims



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



Make a Plan, Be Prepared

Being prepared is a necessity in Charlotte County. We all love living in our slice of paradise, but the downside is the possibility of being in the path of approaching hurricanes. That's why it's crucial for each of us to be prepared. Here's what you can do:

Know Your Risk: Find out if you live in an area that might need to evacuate if a big storm comes. You can check online to see which evacuation zone you're in. Manufactured homes and some older site-built homes are less likely to survive hurricane-force winds. And if you or someone in your family needs electricity for medical reasons, it's important to plan ahead for power outages.

Have a Plan: Figure out where you'll go if you have to leave your home because of a storm. Shelters are okay, but staying with friends or family is better if you can. Make sure everyone

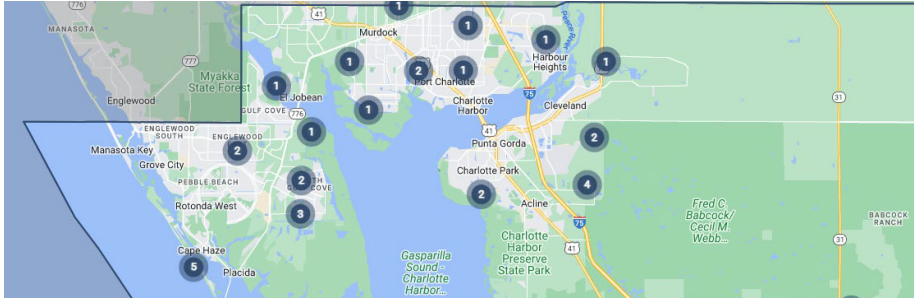
knows how to get in touch with each other if you get separated. And don't forget to prepare your home by securing things outside and putting up shutters if you have them.

Prepare: Make sure you have enough supplies to last at least a week if you can't leave your home. That means having things like food that won't go bad, water, medicine, first aid kits, flashlights, and more. And if you have pets, make sure you have stuff for them too.

Stay Informed: Monitor weather conditions on a regular basis. Local media is a great source of weather information specific to our area. Subscribe to Alert Charlotte at AlertCharlotte.com; where you can choose what emergency notifications you want to receive from the Charlotte County Office of Emergency Management.

Even though we all hope we won't have to deal with a big storm this year, it's better to be ready just in case. The county's website has more tips and resources. CharlotteCountyFL.gov/EM

Mosquito & Aquatic Weed Control



Adulticide

34,707
acres treated

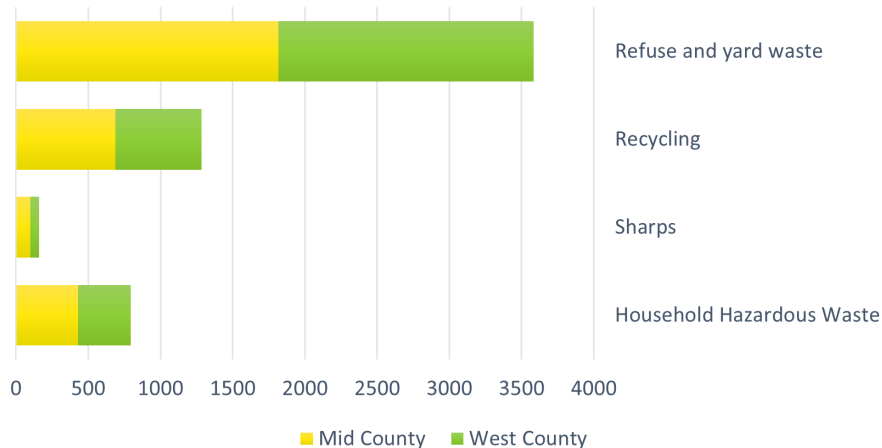
Larvicide

16.14
acres treated

716

Total number of
mosquitos identified
to species

Transfer Facility Customers



CityWorks

1496
Work Orders
Opened

114
Service
Requests
Opened

1277
Work Orders
Closed

183
Service
Requests
Closed

Application Requests Received

197
Completed



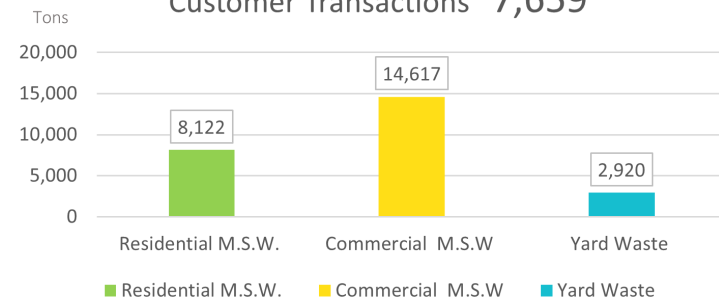
Engineering Project Highlight

The Tom Adams Bridge was built in 1965. Although the bridge was designed and built with a 50-year design life, proper repairs and maintenance will increase the service life of the bridge beyond the current 59 years. Public Works developed a competitively bid contract that was awarded to a contractor that specializes in bridge maintenance to provide regular maintenance and "as-needed" repairs to keep the bridge in top operating condition far into the future.



Landfill

Customer Transactions 7,659



Key Performance Indicators

Tourist Development Tax Collections TDT
(Current Month)

Mar-23	\$1,131,680	↑	20.7%
Mar-24	\$1,366,170		

TDT YTD Collections (Pacing)

Mar-23	\$4,525,117	↑	14.6%
Mar-24	\$5,185,353		

PureFlorida.com

Website Traffic

Website Users: 90,073

Sessions: 118,886

Top Origin Markets:

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

Sessions by Primary Channel Group

Session primary ch...	SESSIONS
Display	37K
Organic Search	35K
Referral	20K
Direct	16K
Email	5.4K
Paid Search	3.1K
Paid Video	908

SPORTS

Sales April 2024

United Soccer Association – Battle of Champions

South County Regional Park

April 6-7, 2024

Charlotte County Soccer Federation was the host club assisting United Soccer in executing this tournament with teams traveling in from throughout the region. This Championship Tournament was for the finalists out of 40 clubs and over 300 teams ages 11-19.



Muddy Princess – Punta Gorda Challenge

Redneck Mud Park

April 13, 2024

1,260 female participants challenged both their physical and mental strengths during the inaugural Muddy Princess obstacle mud race. All ages and fitness levels competed side by side during this challenge with a goal of crossing the finish line.

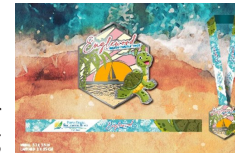


Apex Promoz – Englewood Turtle Trot Beach Race

Englewood Beach

April 20, 2024

This new beach race took place on the sand and shoreline of Englewood Beach with over 300 runners participating. They started at the beach pavilion running north, then turning around and running back to the start/finish line to compete in the 5k or 1-mile fun run.



Fun Fact

Pickleball is considered the fastest growing sport in America. The incredible number of courts used and ranked below by state.

State	Number of Courts
FLORIDA	1,071
CALIFORNIA	1,048
TEXAS	755
NEW YORK	586

Public Relations/Media April 2024

A total of 91 media placements were secured. These placements had a reach of approximately 230,513,692 and a media ad value of approximately \$433,365.74.



A famous and well-known German actor, Richy Muller and Blue Planet – German TV Production crew explored Charlotte County's attractions, culinary scene, nightlife and water excursions to create a travel show that will be aired in Germany on metropolitan, regional, culinary,

family, and documentary stations to over 2 million viewers who like to vacation during our off-season.



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

Visitors to Charlotte County in fiscal year 2023 saved local residents an average of **\$1,026** per household in taxes.

OPERATIONS

- Calls Presented: 8,411
- Call Wait Time: 20 seconds
- Sewer Connections: 70,605
(229 increase from March)
- Water Connections: 47,693
(177 increase from March)

Charlotte County, FL App Requests

- 6 Misc.—Utilities Department
- 9 Utilities Billing
- 8 Utilities Department Service
- 23 Total

Charlotte County Utilities Facebook

2,676 Follows

2023 Water Quality Reports:

<https://tinyurl.com/2023-CCR-Peace-River>

<https://tinyurl.com/2023-CCR-Burnt-Store>

Remember, every drop counts!

Important Information:

The Customer Payment Center is 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 903 individuals for the month of March.



CHARLOTTE COUNTY

Utilities



WATER

Celebrating Drinking Water Week, a special time to acknowledge the essential role of water in our lives for both professionals and communities.



Drinking Water Week May 5-11

recap

UNDER CONSTRUCTION



Ackerman Septic to Sewer Project:

Construction of a wastewater system to service approximately 2,135 properties with sewer service is underway. Zones 1 and 2 and the vacuum station are operating, and Zones 1 and 2 sewer connections have begun.

AckermanProject.com

April Connections: 16 Total Connections: 331

Hillsborough Boulevard 8-inch Water Main Project:

This project is installing an 8-inch water main along Hillsborough Boulevard from Yorkshire St. to US 41. The water main will be installed parallel to the Peace River Manasota Water Authority's 42-inch Phase 2B Pipeline. Construction of the 8-inch water main is underway.

East Port Water Reclamation Facility Expansion

This project includes expanding the current water reclamation facility to treat six million gallons of wastewater per day to nine million gallons per day. The project also includes advanced wastewater treatment, which is a valuable addition to the treatment process to ensure treated water has as low concentrations of nutrients as possible. On-site work has begun.

2023 WATER QUALITY REPORTS

NOW AVAILABLE

To provide safe, reliable drinking water, reclaimed water and wastewater service for the enrichment of the community.