



Monthly Report

July 2024

County launches new customer service request app

Charlotte County has launched an upgraded version of the Charlotte County FL app that is now available for download from the Apple App Store and the Android Google Play store. The app is full of features allowing residents to access county officials and services, report a variety of issues and locate information on the counties' calendar and social media channels.

Users who already have the Charlotte County FL app on their phone or tablets must download the new app to submit requests and report issues. Residents who have submitted questions or service requests, via the old app, will be contacted with information about their submissions and instructions

for downloading the new app.

Use your QR code scanner on the App Store or Play Store image below.



App Store QR code



Play Store QR code

Or to download the app for Apple products, visit bit.ly/charcoflappstore.

To download the app for Google/Android devices, visit bit.ly/charcoflgoogleplay.

You can also access the app via a web browser by visiting <https://charlottecountyfl.citysourced.com>.

Residents can continue to submit service requests or report issues on the county website by clicking the Contact Us button. The free app allows users to take a picture or video of issues such as pot-holes, trash or code violations, add a message and send it directly to the proper county department.

Submit photos for Pets of Charlotte calendar

Calling all photographers! Because so many Charlotte Countians have pets that are such a huge part of their lives, the theme of our 2025 county calendar will be "The Pets of Charlotte." Submit your photos featuring your fur baby, cuddly kitty, feathered friend, scaly soulmate or whatever species has captured your heart. Photos must be taken in Charlotte County.

It's free and easy to enter!
Here's how:

* Email your photos to Brian.Gleason@CharlotteCountyFL.gov

- * Use the subject line: Calendar
- * Include your contact information and the photo's subject
- * Photos should be horizontal and 11 inches by 8.5 inches
- * Deadline for entries is Sept. 1, 2024

We will handpick 14 exceptional photos to grace the pages of our 2025 "The Pets of Charlotte" calendar. Winners will be notified via phone or email. The calendars will be available to the public in November at various county facilities (details to be announced).



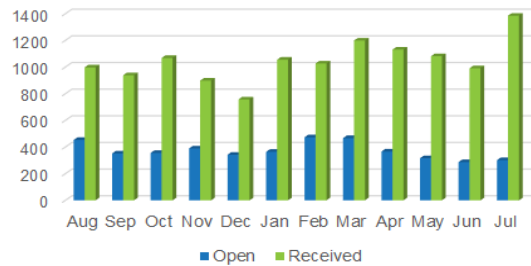
Storm damage assessment site

Charlotte County has an online Self-Reporting Storm Damage system to help us collect damage assessments. Visit www.tinyurl.com/selfreportdamage, enter your address, select the type of damage and add a photo.

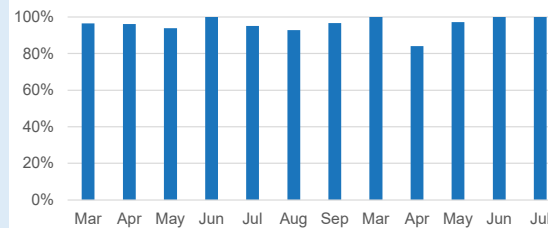
Help the county compile an extensive list of the damage caused by Tropical Storm Debby.

Information Technology

Service Tickets by Month

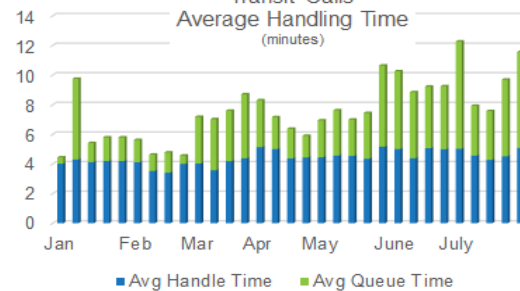


Customer Satisfaction
% Positive

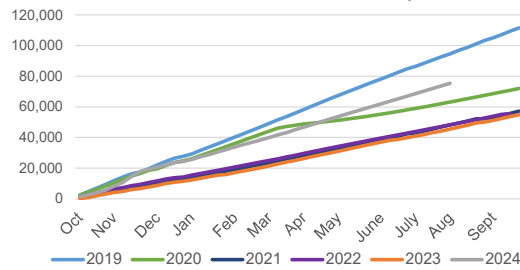


Transit

Average Handling Time
(minutes)



Annual Cumulative Ridership

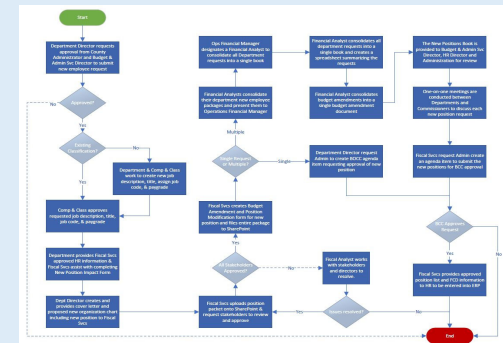


Director Highlights

NACO Award - New Position Request Process

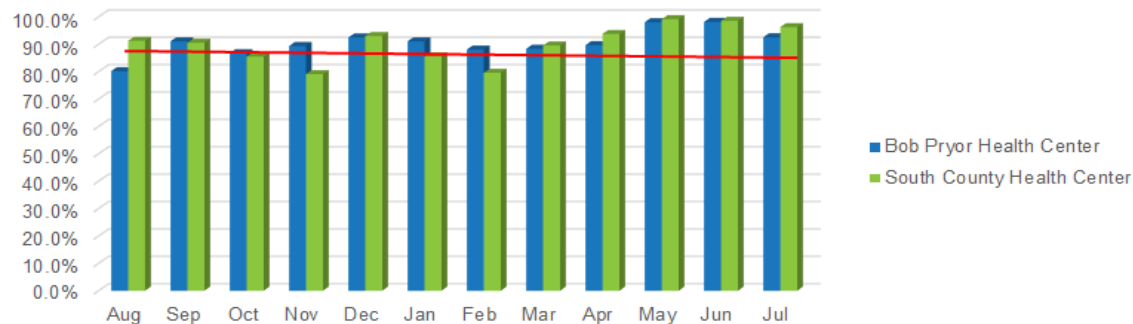
Charlotte County Fiscal Services has implemented a New Position Request Workflow to enhance transparency, efficiency, and balance organizational needs. Previously, positions were often added without stakeholder awareness, leading to delays and issues with resources. The improved process now ensures stakeholder buy-in and aligns with the Board's strategic goals, providing necessary tools for frontline departments. This initiative for a New Position Request Workflow Process resulted in a 2024 NACO Achievement Award.

July 2024



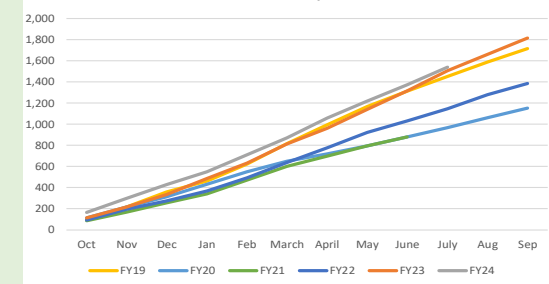
Health Center

Employee Health Center
Monthly Appointment Utilization Summary



Records Management

Record Requests



PERMITTING

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.

EcoSouth Transfer Station

19300 Veterans Blvd., Port Charlotte
Covered waste transfer areas, a scale house, and associated parking and utilities

Englewood Boys and Girls Club

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

Harbor Village

1600 S. McCall Rd., Port Charlotte
Mixed-use development consisting of 1,225 single-family dwelling units, 125 single-family attached dwelling units, 650 multi-family dwelling units, 250,000 sq. ft. of commercial uses, 150,000 sq. ft. of mini-warehouse use, 200,000 sq. ft. of office use, 400,000 sq. ft. of industrial uses, a 200-room hotel, and marina-based use

UNDER CONSTRUCTION



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



Charlotte Harbor Business Center
9225 Piper Rd., Punta Gorda
139,200 sq. ft. warehousing and distribution development



Dollar General
25240 Sandhill Blvd., Punta Gorda
Commercial retail store



Heartland Dental
5605 S. McCall Rd., Port Charlotte
4,520 sq. ft. single-story shell building



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

COMPLETED



Christian Brothers Automotive
24130 Beatrix Blvd., Port Charlotte
10 bay automotive service center

PERMIT STATS

PROJECT SPOTLIGHT

Babcock Update

COs issued since Aug. 2016: 2,898
Single family permits issued (July 2024): 55

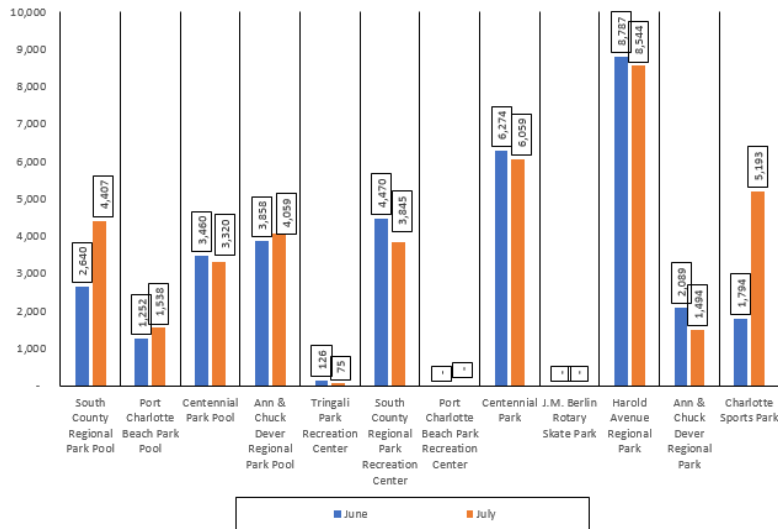
West Port Update

COs issued since April 2021: 668
Single family permits issued (July 2024): 9

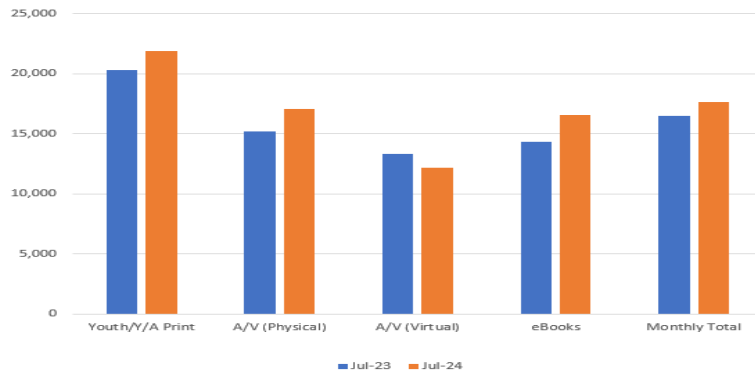
Total single family permits issued	292
Total single family COs issued	364
Total permits taken	3,621
Total permits issued (July 2024)	3,500
Total permits issued (FY22-23)	81,910
Total permits issued (FY23-24)	39,248

Community Services

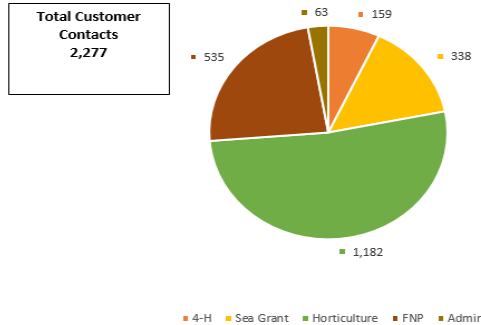
Recreation Centers and Aquatic Facilities Attendance



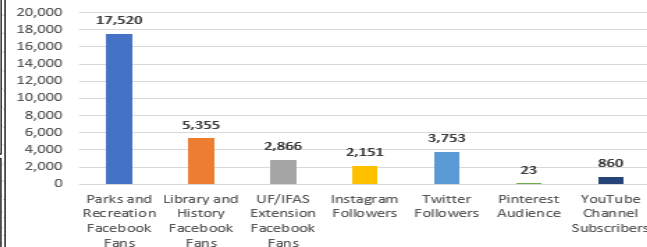
2023-2024 Library Circulation Comparison



UF/IFAS Extension Service Customer Contacts



Social Media Impact



Natural Resources

Coastal Lighting

- 31 permits in review
- 8 permit inspections

Sea Turtles

- 1,256 nests

Seabird

- 125 least tern adults
- 4 chicks with 17 fledged
- 117 Black Skimmer adults

Shorebird

- 1 fledged American Oystercatcher chick

Derelict Vessels

- 7 open
- 1 relocated
- 7 ready for removal

Parks and Athletic Field Maintenance

- 4,070 trash bags collected
- 856 recycling bags collected
- 70 fields prepped for practices/games

Land Management

- 76 miles maintained
- 15 acres of exotics treated
- 4 acres of habitat managed
- 22 acres of overstory reduction

Project Management

- Completed-11
- Not started -4
- In progress-62
- 77 total projects,
- \$11,085,644



Fisherman's Village Officially Hits the Market!



For more information click on the picture above or [click this link](#) for listing information.

Charlotte County Economic Development's Current Marketing Campaigns to Target Industries
Click the picture below to our website and these targeted campaigns.



~ SPEC
BUILDINGS



LOGISTICS ~



~ AVIATION



WORKFORCE ~

Kay Tracy Featured in FutureMakers Newsletter

"The Charlotte County Economic Development Office's collaboration with FutureMakers has proven to be transformative for our region's educational landscape. By actively participating in the FutureMakers Coalition, we are dedicated to enhancing educational opportunities and outcomes throughout Southwest Florida.

Our commitment extends beyond statistics; it's about empowering individuals, families, and communities to thrive in a knowledge-driven economy. Through strategic partnerships and community engagement, we aim to increase the attainment of college degrees, certifications, and credentials among our residents.

I am eager to continue this journey with FutureMakers Coalition, contributing to a brighter, more educated future for our workforce in Southwest Florida."

Read more [here](#).



Kay Tracy
Business Recruitment Manager
Charlotte County Economic
Development

FutureMakers Breakfast of Champions 2024

Economic Development's Dave Gammon will be a Co-Chair for the annual FutureMakers Coalition Breakfast of Champions!!

September 12th 7:00 am - 12:00 pm.

FutureMakers Coalition

July 2024

Mid-County Regional Library

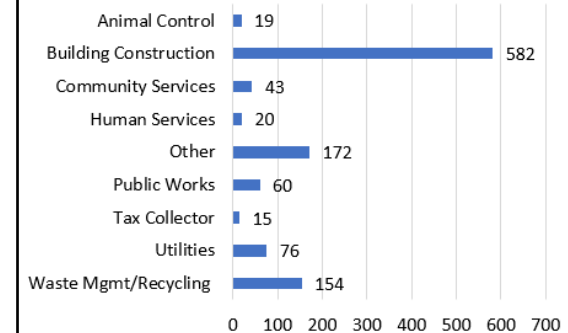
Our Mid-County Regional Library suffered devastating impacts from Hurricane Ian, and as part of the ongoing recovery effort, the Facilities Management group is managing the Mid-County Regional Library Hurricane Ian recovery project. In collaboration with multiple stakeholders, the project focuses on replacing the roof and HVAC units while ensuring that the building's exterior is sealed against future weather events. Our construction manager is reviewing the roofing package permit plans, which is an essential step in ensuring that the plans adhere to all necessary codes, regulations, and standards. Rebuilding the library aligns with the county's vision to preserve and enrich our community's quality of life for those who live, work, and play in our paradise.



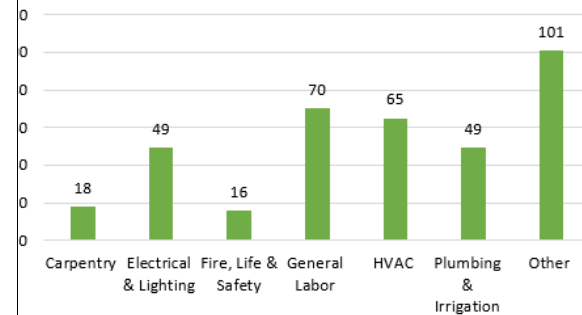
- ◆ Work continues across the County on the 225 non-FEMA hurricane projects, with 88 completed projects.
- ◆ In the midst of Summer, keeping our buildings cool is a top priority. Therefore, we have chiller plant renovations that are ongoing at the Justice Center. Two chillers, two head exchangers, six pumps, twenty ice tanks, and two cooling towers have been installed and are currently being connected with piping and insulated.
- ◆ Construction continues on the Sheriff District 4 Office with a Training Facility. The parking lot has been graded for the sub-grade and lime-rock base installation, and the roof steel has been delivered, which is currently being erected.
- ◆ Site work is underway at the Sheriff's Administration Complex, which includes the installation of the underground mechanical, electrical and plumbing systems. Footings and casting beds have also been poured.



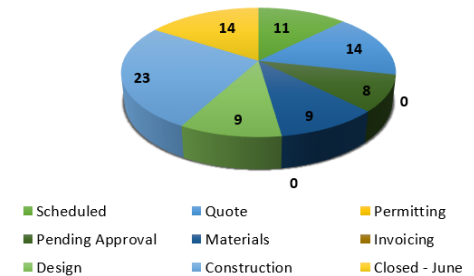
FY24 Switchboard Calls July 2024 Total Calls - 1141



FY24 Work Orders - July 2024 Total 368 (excluding Jail)



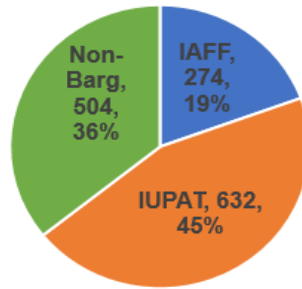
FY24 Small Projects - July 2024



Human Resources

Workforce

Employee Count 1,410
Avg Age 46
Avg Hourly Rate \$27.10
Avg Years of Service 27.07



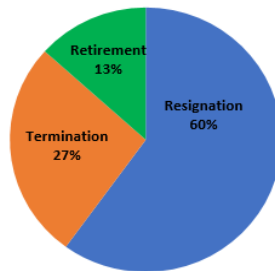
Retention of New Hires
% completing probation July 92%

Succession Planning

Ee's in FRS DROP the next 8 years 2.8%
% of Workforce Retired this FY 2.5%

Separations

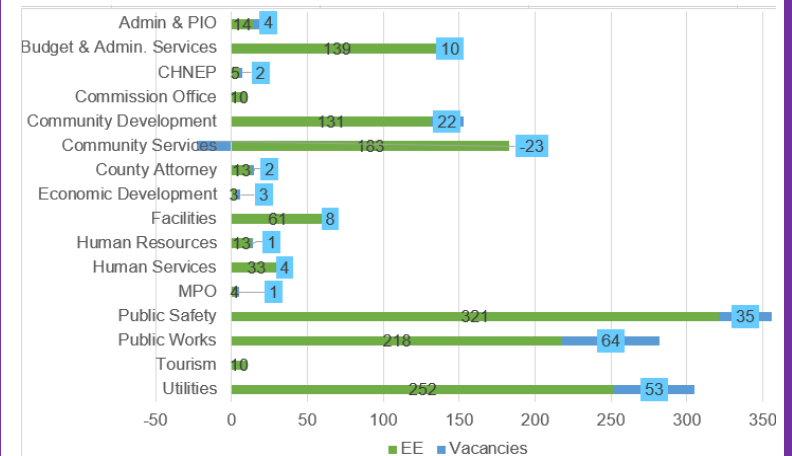
Turnover July 1.1%
Separations 15



Training & Development

Training 267 24.5 4,272 contact hrs
% using Tuition Reimbursement 1%

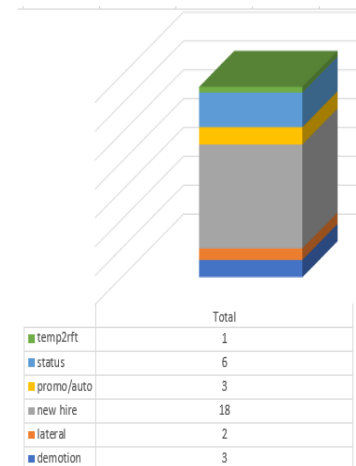
Employees vs Vacancies



Total Vacancies: 186

Recruitment

Applications Taken 2,356
Job Posting Hits 26,775
New Hires 18
Recruited Pos FT 67
Posted PT/STARR 12





Total Clients Served July 2024

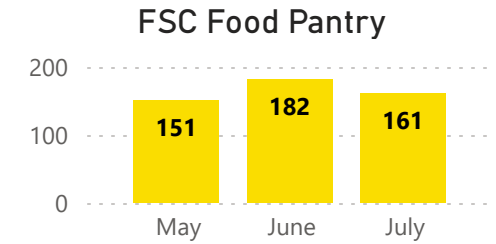
230
FSC Bookings

49
Skedda Users

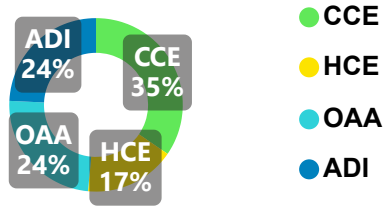
25
Organizations Booked



7659
Calls for Assistance



Aging & Adult Services



Aging & Adult Services Case Manager Nicole Tirado completed the July 2024 Charlotte County Ambassador Program.

Case Management

● New Cases ● Completed/CI... ● In proces...

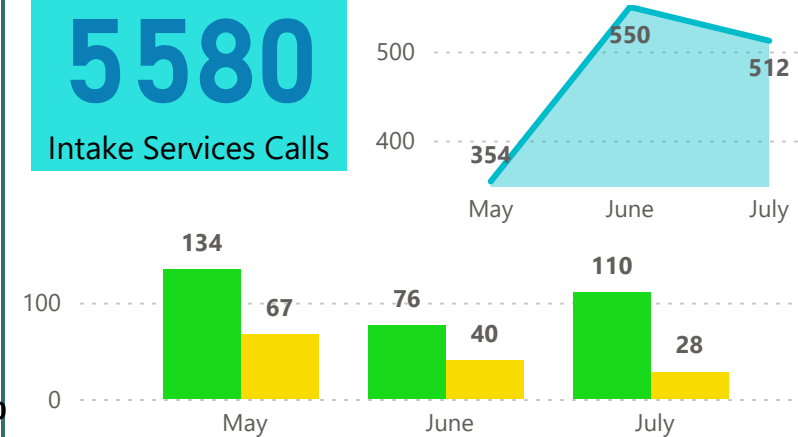


FSC hosted the successful July Seniors, Disabled Adults and Veterans Social.

Intake Services

5580
Intake Services Calls

Total Clients Served



2064

Referrals made to Partnering Agencies

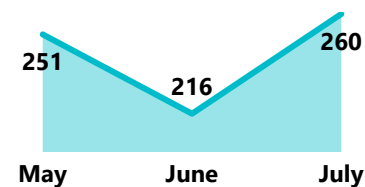
Neighborhood Services

No information available at this time.

Veteran Services

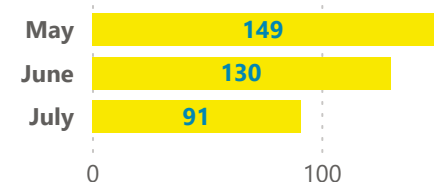
Veteran Services Officer Ezequiel Tirado completed the July 2024 Charlotte County Employee Ambassador Program.

VA Clients Served



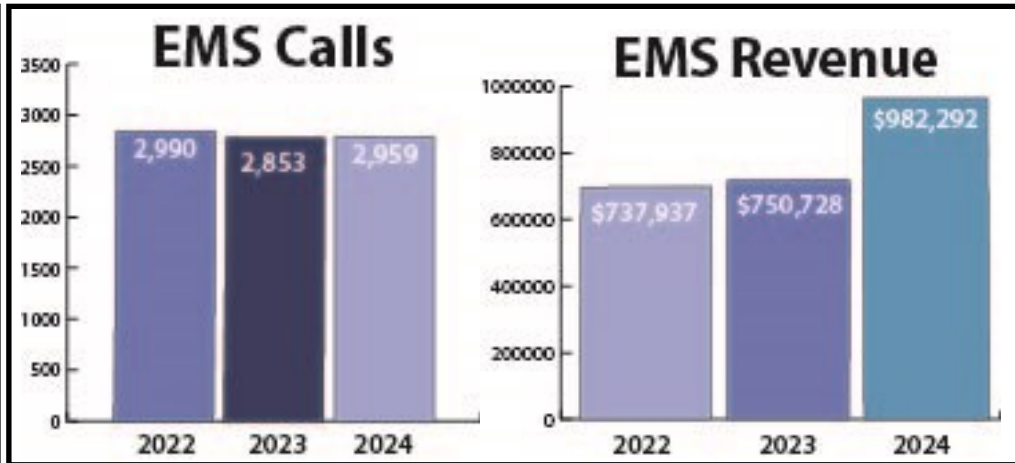
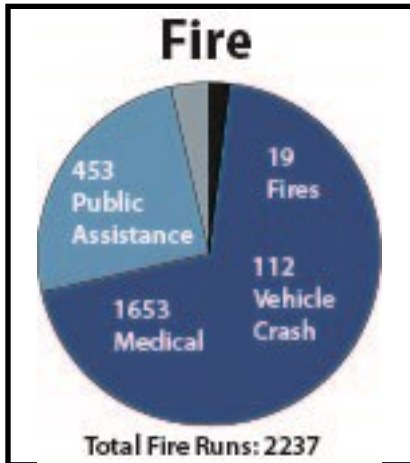
1819
Calls for Veteran Services Assistance

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



Charlotte County Training Center

The Charlotte County Public Safety Training Center is becoming famous, not just in Florida but also around the world. Airport fire departments from other countries and all over Florida are showing great interest in the training we can provide in Charlotte County.

Recently, firefighters from the Bahamas Fire Department and the Montreal Fire Department visited the center. They were very impressed with the ARFF (aircraft rescue and firefighting) prop and the Bahamians are planning to return later this year to allow us to provide their training. Visits like this show that we are gaining a strong reputation internationally. Firefighters from different places want to learn the best skills, and they are finding that in Charlotte County.

We have started offering Basic ARFF Certification, as a 40-hour hybrid class. This means that part of the training is done online, and the other part is done in person at the training center allowing firefighters and departments to save money. Firefighters can do the required class work from the

comfort of their home or office and then come to Charlotte County to complete the hands-on live fire training.

Fire departments across Florida are also paying attention to what the Charlotte County Public Safety Training Center is doing. Many Florida fire departments are now sending their firefighters here for training. This shows that the center is becoming a go-to place for top-notch firefighter education.

As more international fire departments and those from Florida get involved, the Charlotte County Public Safety Training Center is sure to become even more famous. It's exciting to see how the center is helping firefighters from so many places learn the skills they need to keep people safe.



Mosquito & Aquatic Weed Control



Adulticide

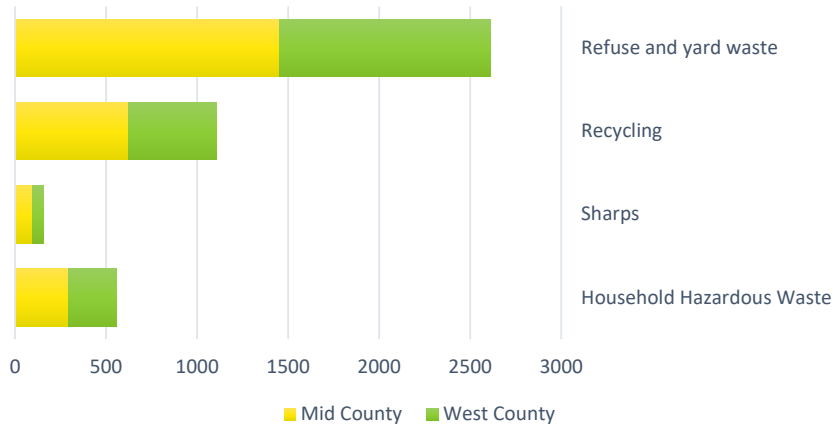
169,070
acres treated

Larvicide

4,185
acres treated

4,129
Total number of
mosquitos identified
to species

Transfer Facility Customers



M&O Work Orders

1265

Work Orders Opened

1131

Work Orders Closed

93

Service Requests Opened

112

Service Requests Closed

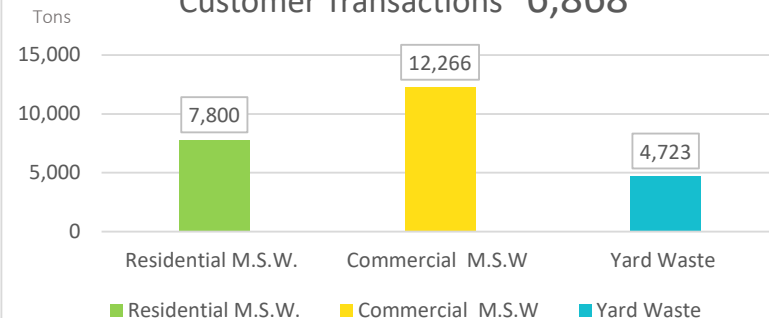
Engineering Projects Highlight

The Appleton Bridge (#014054) over the Santa Cruz Waterway is currently under rehabilitation, with construction having begun on May 20, 2024. The bridge is expected to be completed and reopened by August 12, 2024.



Landfill

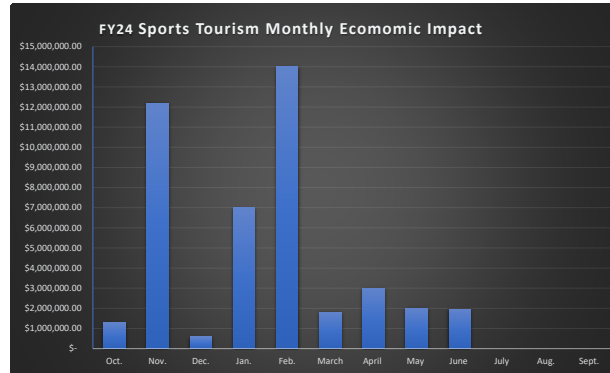
Customer Transactions 6,868



SPORTS

Sales Update

June 2024	
Events:	5
Sports:	Baseball Basketball Cornhole Pickleball Softball



LEISURE

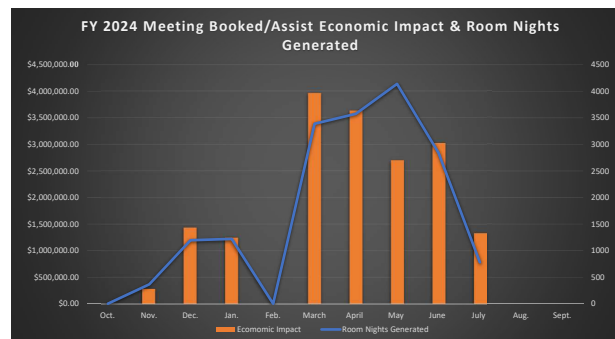
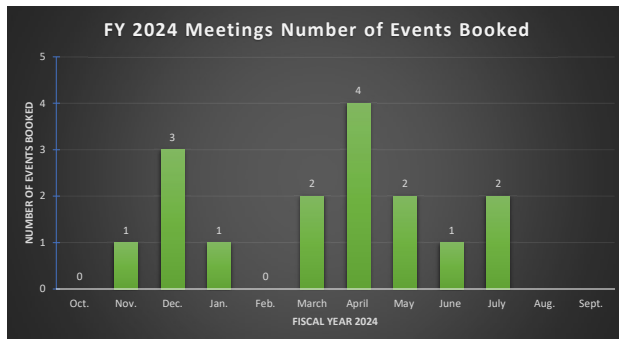
Punta Gorda/Englewood Beach was represented by our German Marketing Rep Vera Sommer at the Brand USA 4th of July event and the Visit USA Committee Members Meeting in Frankfurt. This event helped strengthen our connections and raised destination awareness in the German Market.

Gary Fletcher with Cellet Marketing conducted a virtual training with Barrhead Travel on July 31st on behalf of Punta Gorda/Englewood Beach Visitor & Convention Bureau. The training serves as a precursor to developing a Punta Gorda Englewood Beach itinerary for Barrhead Travel to sell to their inbound US travel clients traveling from the UK.



MEETINGS

Meetings Year to Date	
Total Events	16
Economic Impact	\$ 17,606,131.56
Room Nights Generated	17,509



PureFlorida.com

Website Traffic

Website Users: 92,130

Sessions: 117,052

Top Origin Markets:

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

Key Performance Indicators

Tourist Development Tax Collections TDT
(Current Month)

Jun-23	\$544,420	↑ 14.4%
Jun-24	\$622,805	

TDT YTD Collections (Pacing)

Jun-23	\$6,180,469	↑ 15.4%
Jun-24	\$7,134,686	

Public Relations & Social Media

Tag your Charlotte County adventure photos with **#BestSideOutside** for a chance to be showcased on our website [PureFlorida.com](https://www.pureflorida.com).

Scottish Sun travel writer, Sam Love visited Punta Gorda/Englewood Beach during July staying at Suites at the Fishermen's Village and enjoyed a sunset cruise with King Fisher Fleet, the Babcock Ranch Eco Tour, and IguanaLand excursions.

Follow us



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

OPERATIONS

- **Calls Presented:** 10,127
- **Call Wait Time:** 2 minutes, 56 seconds
- **Sewer Connections:** 48,189
(85 increase from June)
- **Water Connections:** 71,190
(112 increase from June)

Charlotte County, FL App Requests

- 11 Misc.—Utilities Department
- 6 Utilities Billing
- 17 Utilities Department Service
- 34 Total

Charlotte County Utilities Facebook

2,919 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 889 individuals for the month of July.



CHARLOTTE COUNTY
Utilities



**If we can't REACH you,
we can't ALERT you!**



**Get alerted about
emergencies by
signing up
for our emergency
alert program.**



**BE STORM
READY WITH
WATER AND
SEWER
SOLUTIONS!**

Hurricane Preparedness



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

July Connections: 0 Total Connections: 335

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. The Utilities Department reminds motorists to always remain alert and to exercise caution when traveling near construction zones.

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. Construction is underway.

**2023 WATER
QUALITY REPORTS**
NOW AVAILABLE

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