



Monthly Report September 2024



CHARLOTTE COUNTY
FLORIDA

Administration

Milton storm debris collection operation now underway

Recovery efforts are underway in response to Hurricane Milton in Charlotte County. Clearing and removing storm debris is a major part of the recovery effort. Charlotte County Public Works asks for residents' cooperation to properly separate storm debris by category and adhere to the collection guidelines.

Property owners must bring debris to the curb and properly separate it. Your cooperation will ensure that the community recovers as quickly as possible. Residents should sort storm debris into the following six categories and place the piles in

the county-maintained roads and rights-of-way, ensuring they are off the road and not on private property:

- Construction and Demolition Materials
- Non-recyclable building materials (e.g., drywall, asphalt shingles, plastic sinks/tubs, floor tiles, etc.)
- Non-recyclable building contents and personal items (e.g., carpeting, rugs, furniture, clothing, etc.)
- White Goods
- Large household appliances such as stoves, refrigerators, freezers, washing machines, and

dryers. Please ensure refrigerators are free of any food waste when placed curbside.

- Vegetation
- Includes trees, limbs, brush, and leaves. Please note that crews will not enter private property to collect or remove debris.
- Electronic Waste (E-Waste)
- Discarded electrical or electronic devices intended for refurbishment, reuse, resale, or recycling through material recovery.

For more information on the Solid Waste Division, visit www.CharlotteCountyFL.gov/solidwaste.

County places info hubs to provide post-storm information

To help residents get information about available resources after the storms, Info Hubs will be available after noon on Friday, Oct. 11 at the following locations:

South County Regional Park Recreation Center
670 Cooper St., Punta Gorda, FL 33950

Port Charlotte Public Library
2280 Aaron St., Port Charlotte

Ann & Chuck Dever Regional Park Recreation Center
6961 San Casa Drive., Englewood

The info hubs are white newspaper stands clearly marked Info Hubs and they contain printed flyers of updated information on recovery efforts, relief programs, and resources available to assist residents and businesses impacted by the storm.



Storm damage assessment site

Charlotte County has an online Self-Reporting Storm Damage system to help us collect damage assessments. Visit www.tinyurl.com/reportingdamage, enter your address, select the type of damage and add a photo. If possible, include high water marks when reporting damage.

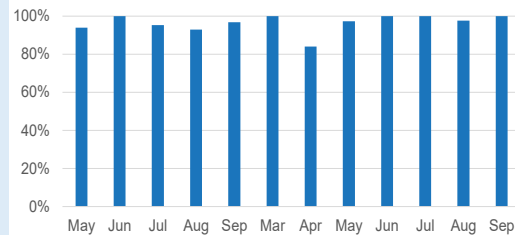
Please follow all safety guidelines for flooded areas when taking photos, stay on higher ground, avoid contact with flood waters, and do not drive on flooded roads. Reporting damage in this system gets the information to county departments quickly and eliminates the need to call it in.

Information Technology

Service Tickets by Month

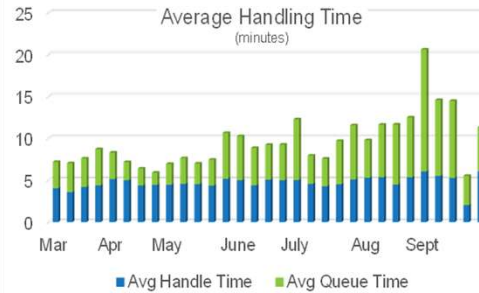


Customer Satisfaction
% Positive

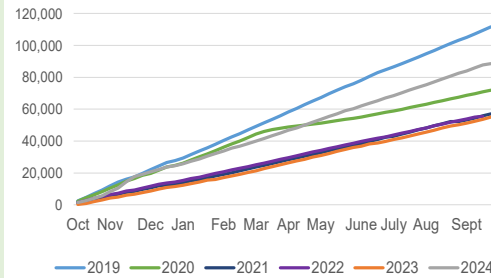


Transit

Transit Calls
Average Handling Time
(minutes)



Annual Cumulative Ridership



Director Highlights

NACO Award - GIS

Wellness at Work's mission is to promote a positive health environment that engages all employees and families in the pursuit of health and wellness. Studies have shown that investments in wellness increases employee and family members attention to health, improves productivity and performance, reduces absenteeism and presenteeism, improves teamwork, and greatly impacts keeping health benefits costs lower than the national average. Stephanie Phillips leads our award-winning program. She is pictured below receiving one of three awards received this year:

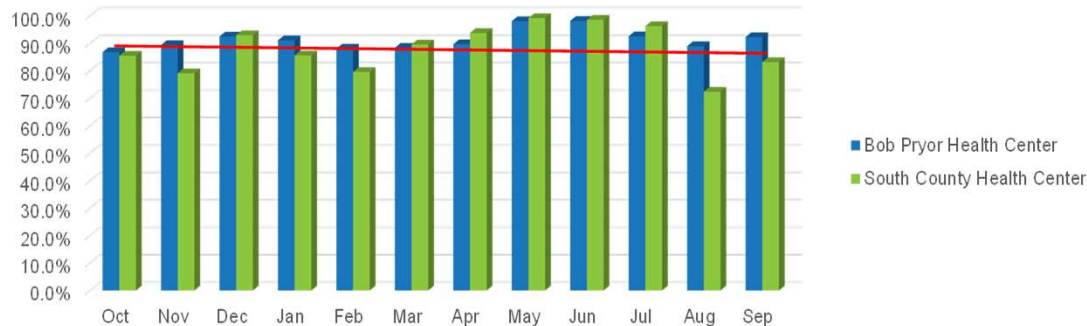
Cigna Healthy Workforce Designation - Gold
The Bell Seal for Workplace Mental Health - Platinum
Healthiest Employer Central Florida - 10th place

September 2024



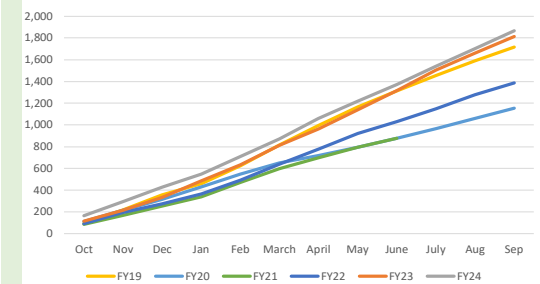
Health Center

Employee Health Center
Monthly Appointment Utilization Summary



Records Management

Record Requests



PERMITTING

Blue Deep Creek

2490, 2480, 2460, 2452, 2362, 2360, and 2352 Luther Road, Punta Gorda Multi-family development with 70 dwellings units within two 3-story buildings, 2,285 sq. ft. clubhouse, and playground area

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.

Crews Bank & Trust

1111 S McCall Road, Englewood 4,620 sq. ft. bank building to replace an existing storm-damaged bank

Fellowship Church

140 Rotonda Blvd. W, Rotonda West 9,620 sq. ft. youth wing addition, 3,200 sq. ft. pavilion, 924 sq. ft. garage, tot lot, fire pit, concrete patios, prayer courtyard, concrete walks, associated parking, drainage, and utilities

UNDER CONSTRUCTION



7 Brew Coffee

4275 Tamiami Trail, Port Charlotte 520 sq. ft. drive-thru coffee shop



Auto Shop Charlotte

526 Tamiami Trail, Port Charlotte 2,600 sq. ft. auto repair building and associated infrastructure



Brix Coffee

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



Charlotte Harbor Business Center

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



Jacaranda Place Phase 2

1200 Loveland Blvd., Port Charlotte Multifamily apartment complex featuring an integrated clubhouse, with a total of 292 residential units

COMPLETED



Buffalo Wild Wings GO & Del Taco

19001 Murdock Circle, Port Charlotte 1,145 sq. ft. Buffalo Wild Wings GO and 2,370 sq. ft. Del Taco restaurants with drive-thru

PERMIT STATS

PROJECT SPOTLIGHT

Babcock Update

COs issued since Aug. 2016: 3,100

Single family permits issued (Sept. 2024): 21

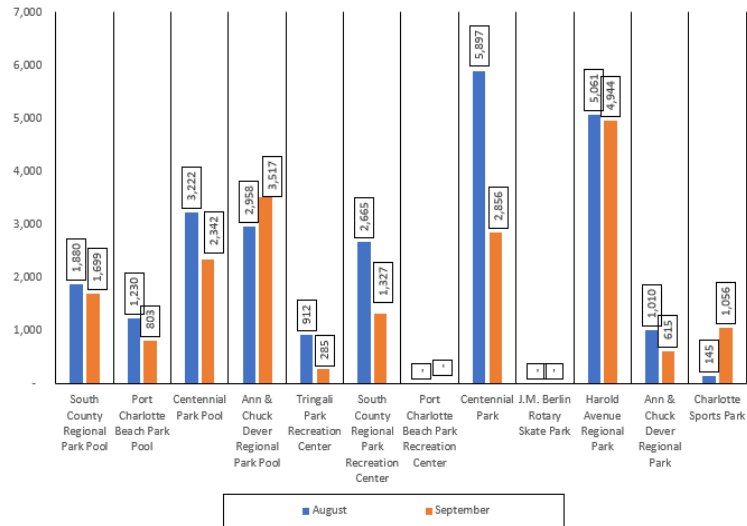
West Port Update

COs issued since April 2021: 700

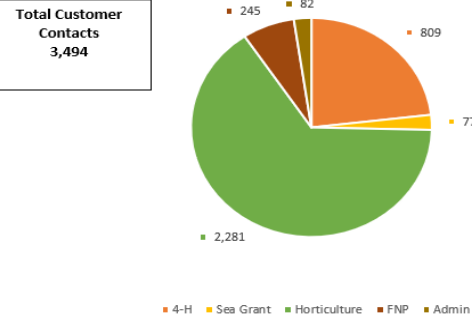
Single family permits issued (Sept. 2024): 5

Total single family permits issued	196
Total single family COs issued	291
Total permits taken	2,880
Total permits issued (Sept. 2024)	2,524
Total permits issued (FY22-23)	81,910
Total permits issued (FY23-24)	45,136

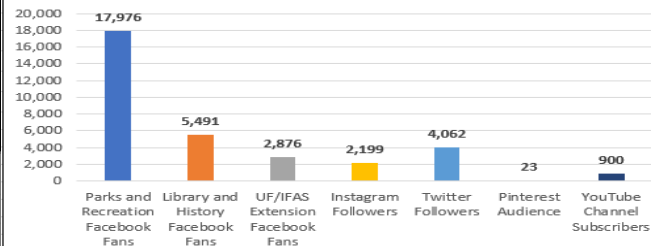
Recreation Centers and Aquatic Facilities Attendance



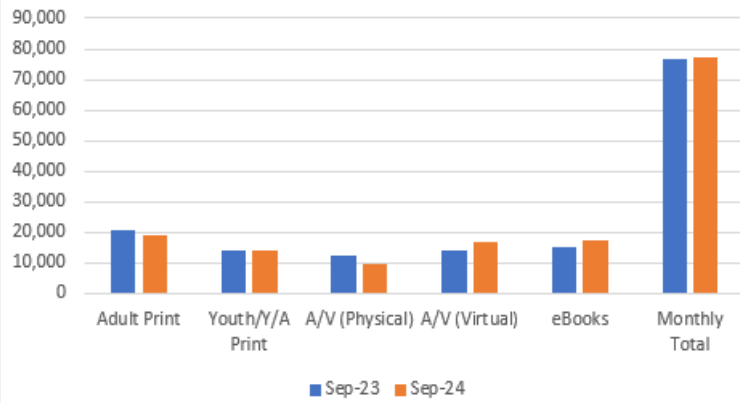
UF/IFAS Extension Service Customer Contacts



Social Media Impact



2023-2024 Library Circulation Comparison



Parks & Natural Resources

Charlotte County EDO Launches Outreach for Businesses Affected by Hurricane Helene

In the wake of Hurricane Helene, the Charlotte County Economic Development Office (EDO) has initiated an outreach program to assist local businesses and their employees in their recovery. This effort focuses on connecting businesses with essential resources, sharing up-to-date recovery information, and providing guidance on navigating the aftermath. By directly engaging with businesses, the EDO is identifying specific challenges and offering tailored support to facilitate recovery. Working in collaboration with local agencies, financial institutions, and relief organizations, the EDO is helping businesses access grants, low-interest loans, and other financial aid, while also offering guidance on insurance claims and rebuilding strategies.

This initiative underscores the EDO's commitment to helping Charlotte County's business community bounce back stronger. Business owners seeking assistance for themselves, or their employees are encouraged to reach out to the Charlotte County EDO for available resources and support. For the most up to date resource list please see the [Charlotte County Website here](#).



Kay Tracy Appointed as Director of Charlotte County Economic Development Office

The Charlotte County Economic Development Office (EDO) is pleased to announce the promotion of Kay Tracy to the position of Director. With nearly two decades of experience in the department, Kay brings a wealth of knowledge, leadership, and dedication to her new role. Having served in various capacities, Kay has been instrumental in driving economic growth and development across the county.

As Director, Kay Tracy is committed to fostering a thriving business environment in Charlotte County. Her vision is to continue building strong partnerships with local businesses, supporting their expansion, and attracting new industries to the area creating opportunities that will boost job creation, investment, and innovation.

"I am honored to step into this role and look forward to working with our community to drive economic growth," said Kay Tracy. "My goal is to ensure that Charlotte County remains a vibrant, supportive place for businesses to thrive, and I am eager to collaborate with our business community to achieve this."

With her extensive experience and passion for economic development, Kay Tracy is ready to lead the EDO into a new era of success for Charlotte County's businesses and residents.



Kay Tracy
Charlotte County
Economic
Development
Director

Facilities Management

September 2024

William R. Gaines Park Kayak Launch

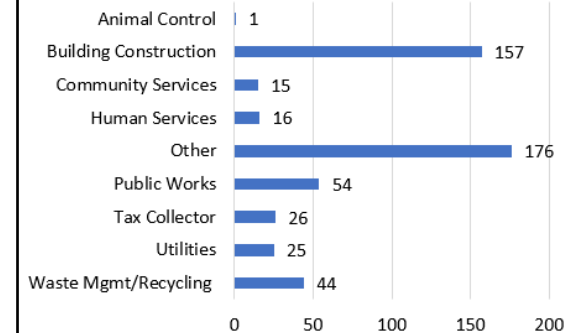
The construction of the kayak dock at the William R. Gaines Veteran's Memorial Park has reached completion. This project enhances the park's recreational offerings by providing a dedicated access point for kayaking enthusiasts, allowing for a seamless experience on the water. The dock features sturdy materials designed for durability and safety, ensuring visitors can enjoy their time in the park while honoring the legacy of local veterans. Community members can now look forward to more opportunities for outdoor activities, fostering a greater appreciation for our natural surroundings.

The newly constructed kayak dock and ramp at Gaines Park remained intact and sustained no damage following Hurricane Helene. Damage Assessments from Hurricane Milton are underway.



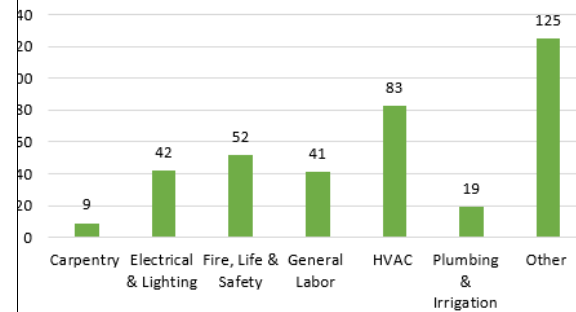
- ◆ The shortlisting for the Cultural Center's master planning took place on September 9th. The current facility, located at 2280 Aaron St. in Port Charlotte, suffered extensive damage during Hurricane Ian. Therefore, Charlotte County has requested the services of a design consultant team to provide professional design, master planning, and programming services for a future facility.
- ◆ The Sheriff's Admin and 911 Facility Area B Slab on Grade has been poured. Panel pours are now taking place weekly until all are completed. Construction of storm system continues. Additionally, a gravel base road was constructed to ease access for crane operators and other trades.
- ◆ The framing of interior walls, electrical roughing, and new windows are being installed at the Sheriff's District 4 Headquarters Training Facility. A fluid weather barrier is being applied to exterior walls, the roof has been dried in, metal decking is being installed, steel fireproofing, and the core fill of the block walls has been completed.

FY24 Switchboard Calls September 2024 Total Calls - 514

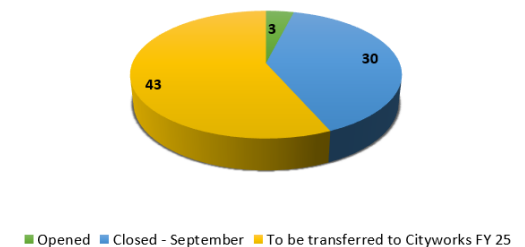


FY24 Work Orders - September 2024

Total 371 (excluding Jail)



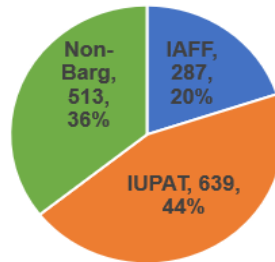
FY24 Small Projects - September 2024



Human Resources

Workforce

Employee Count 1,439
Avg Age 45
Avg Hourly Rate \$21.70
Avg Years of Service 7.67



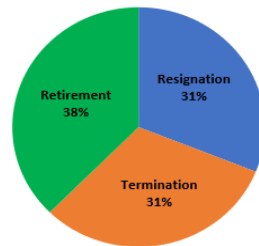
Retention of New Hires September
% completing probation 77%

Succession Planning

Ee's in FRS DROP the next 8 years 2.8%
% of Workforce Retired this FY 3.1%

Separations

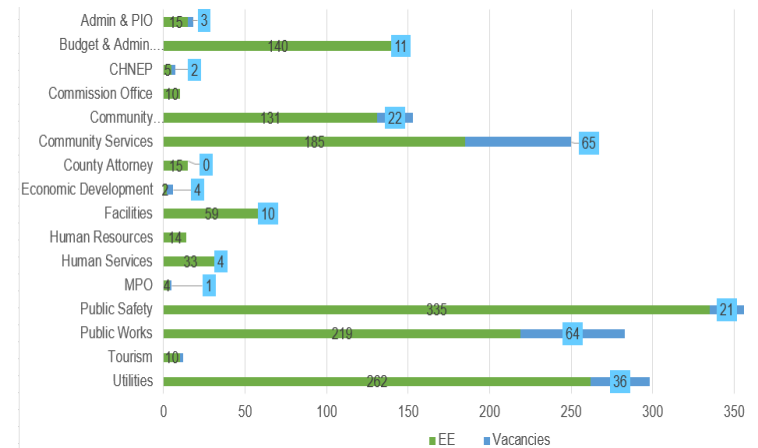
September
Turnover 1.1%
Separations 16



Training & Development

Training 78 6 468 contact hrs
% using Tuition Reimbursement 1%

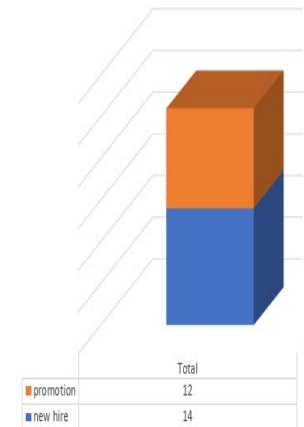
Employees vs Vacancies



Total Vacancies: 247

Recruitment

Applications Taken 908
Job Posting Hits 26,981
New Hires 14
Recruited Pos FT 75
Posted PT/STARR 10





717

Clients Served September 2024

233

FSC Bookings

49

Skedda Users

27

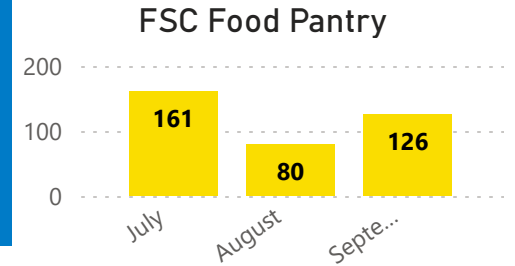
Organizations Booked



CHARLOTTE COUNTY
Human Services

8895

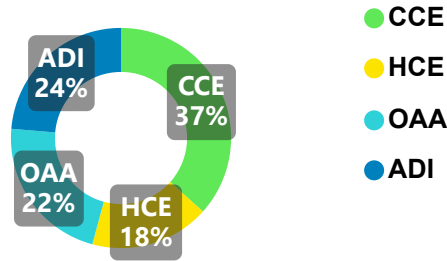
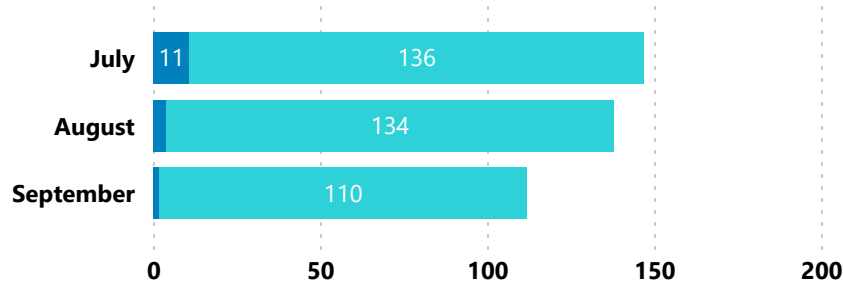
Calls for Assistance



Aging & Adult Services

Case Management

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



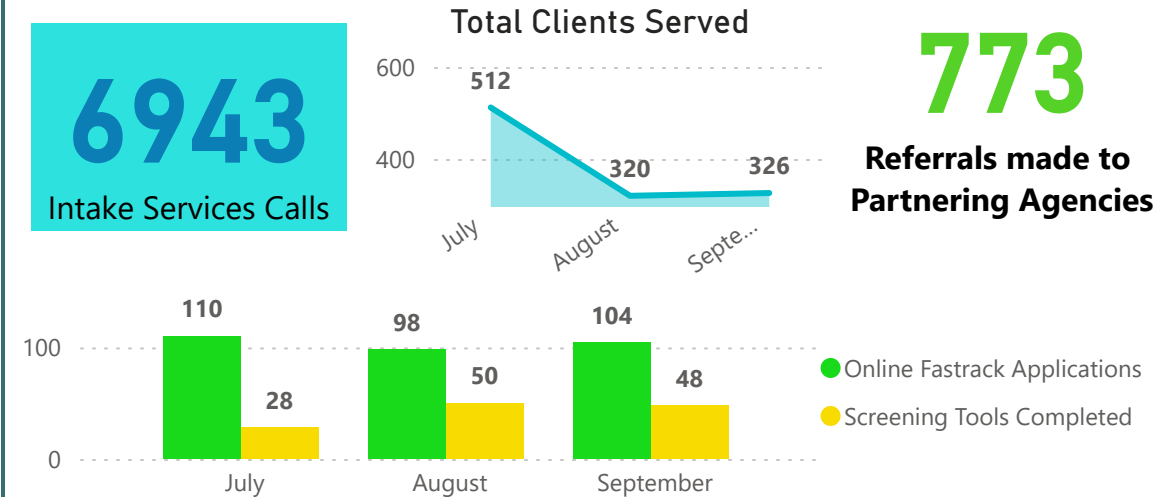
250

Calls for Assistance

Intake Services

6943

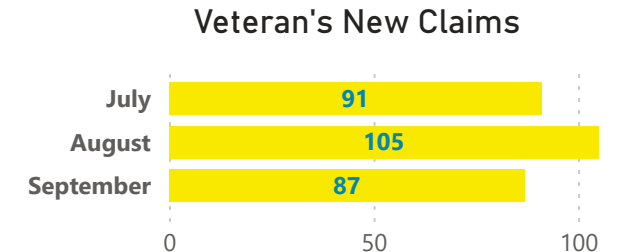
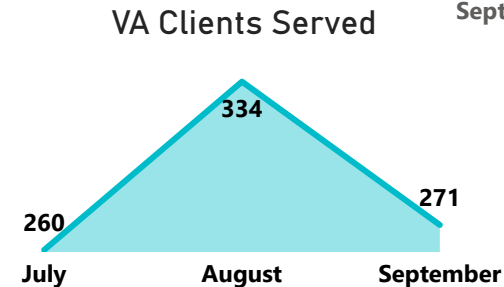
Intake Services Calls



Neighborhood Services

No information available at this time.

Veteran Services

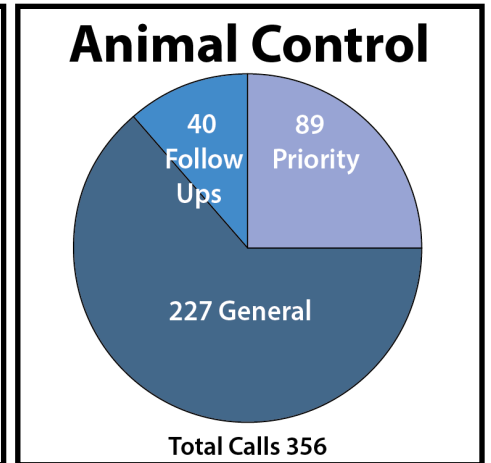
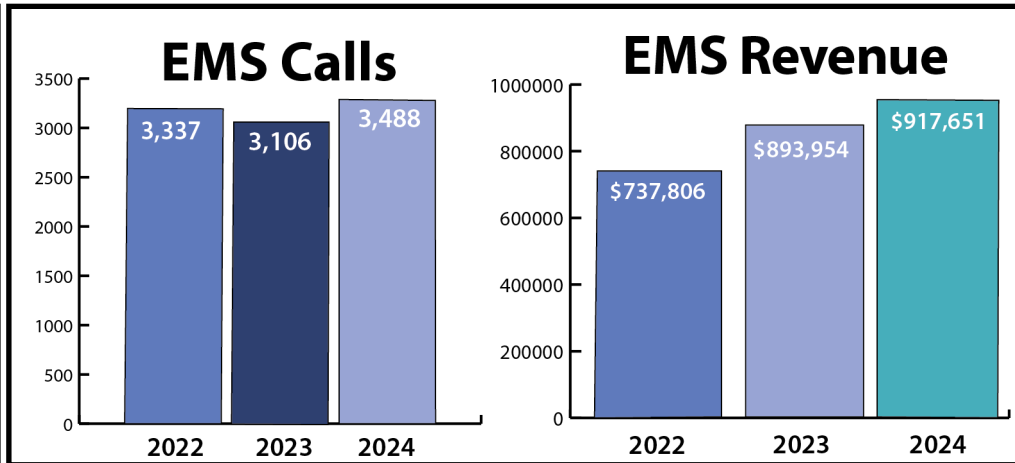
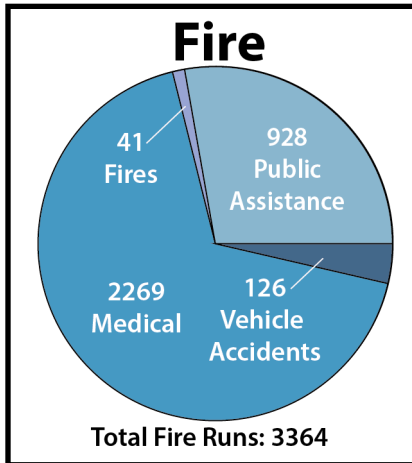


1702

Calls for Veteran Services Assistance

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



Hurricane Helene

Hurricane Helene made landfall as a powerful Category 4 storm on September 26, not only wreaking havoc on our state but also cutting a large swath of destruction across many states and leaving catastrophic and deadly floods in her wake.

Closer to home, Hurricane Helene brought a historic storm surge to our county and left many residents with hard-learned examples of why it is so important to heed the mandatory evacuations issued by emergency management.

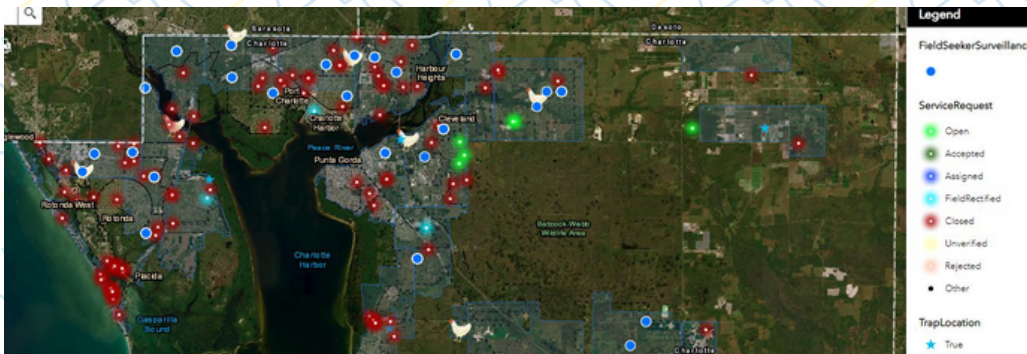
Once the tropical force strength winds subsided across Charlotte County and it was safe for emergency services to resume, first responders were busy answering calls for service. The early morning hours of September 27 were mostly filled with water rescues as people found themselves stranded and stuck in the rising storm surge. Charlotte County Fire, Englewood Fire and Punta Gorda Fire Departments each did around 60 water rescues across the county, working side-by-side with mutual aid partners from CCSO, Fish and Wildlife, and state urban search and rescue groups.

Once the storm passed and the waters receded, Charlotte County Public Safety, along with the county, switched to recovery and clean-up mode. Unfortunately not much recovery would be possible because Charlotte County found itself in the cross hairs of another storm.



Public Works

Mosquito & Aquatic Weed Control



Adulticide
72,341
acres treated

Larvicide
23,522.5
acres treated

2,907
Total number of
mosquitos identified
to species

Engineering Projects Highlight

South Gulf Cove has 9 bridges within their MSBU needing rehabilitations. The MSBU has 4 bridges needing sidewalk connections to the existing sidewalks, we made these 4 bridges the priority.

These bridges are:

- Bridge #014053 Keystone/Santa Cruz WW
- Bridge #014054 Appleton/Santa Cruz WW
- Bridge #014055 Keystone/President's WW
- Bridge #014056 Ingraham/President's WW



Bridge #014054 Appleton/Santa Cruz WW rehabilitation is complete, and we are currently working on Bridge #014053 Keystone/Santa Cruz WW, which is due to be completed on November 10, 2024. We will continue with construction and should complete with all 4 bridges by April 30, 2025.

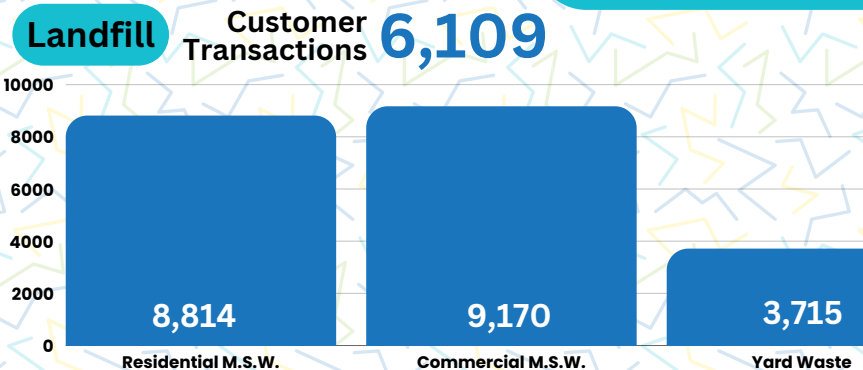


M&O Work Orders

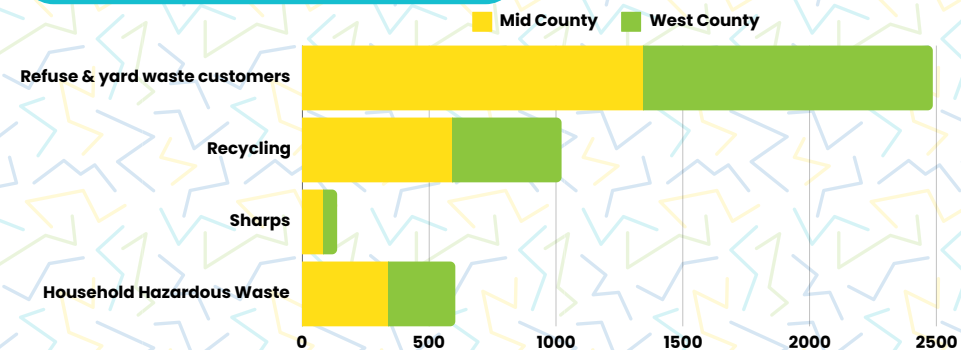
1366
Work Orders Opened
1228
Work Orders Closed

408
Service Requests Opened
170
Service Requests Closed

Solid Waste



Transfer Facility Customers

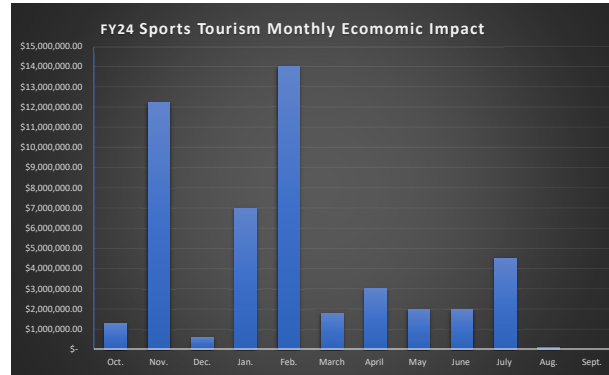


SPORTS

Sales Update

August 2024	
Events:	1
Sports:	Ultra Marathon

Fiscal Year to Date	
Total Economic Impact	
Sports Tourism	
\$	48,441,524.00



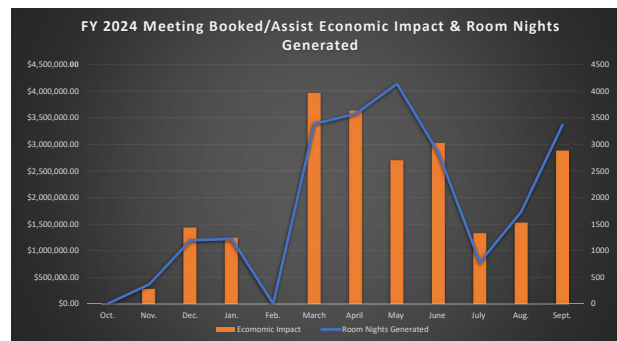
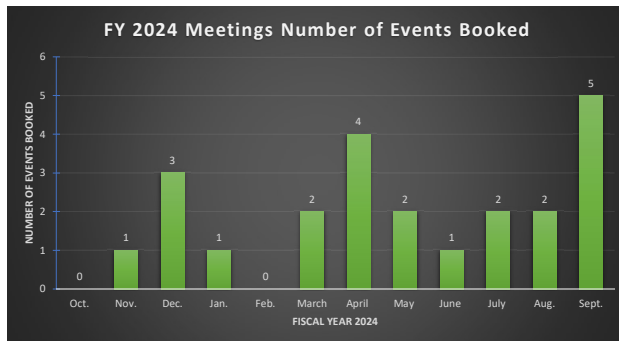
LEISURE

Our Punta Gorda/Englewood Beach UK marketing representation completed trainings this month with Mainstreet Travel Group and Barrhead Travel.



MEETINGS

Meetings Year to Date	
Total Events	23
Economic Impact	\$ 22,012,737.08
Room Nights Generated	22,604



PureFlorida.com

Website Traffic

Website Users: 97,000

Sessions: 128,303

Top Origin Markets:

FL, NY, IL, GA, MI, MA, OH, VA, TX, KS

Key Performance Indicators

Tourist Development Tax Collections TDT (Current Month)			
Aug-23	\$370,568	↑ 25.6%	
Aug-24	\$465,341		

TDT YTD Collections (Pacing)			
Aug-23	\$7,074,976	↑ 17.2%	
Aug-24	\$8,289,051		

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).

Staff attended the Association of Greater Lakes Outdoor Writers conference in Kentucky to network with travel writers and invite a few to visit Punta Gorda/Englewood Beach and experience Florida fishing and promote our destination as they catch some fish with our wonderful fishing charters.

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:** 7,533
- **Call Wait Time:** 1 minutes, 30 seconds
- **Sewer Connections:** 48,503
(114 increase from August)
- **Water Connections:** 71,602
(142 increase from August)

Charlotte County, FL App Requests

- 4 Misc.—Utilities Department
- 0 Utilities Billing
- 9 Utilities Department Service
13 Total

Charlotte County Utilities Facebook

3,287 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 601 individuals for the month of September.



CHARLOTTE COUNTY

Utilities

Are you interested in a FOG education session?

Objective:

- WHAT'S OKAY TO FLUSH?
- WHAT HARMS OUR SYSTEMS?
- WHAT IS FOG?
- LEARN ABOUT OUR WATER QUALITY.
- LEARN ABOUT OUR TAP WATER'S ORIGIN.

Email: brianna.pifer-joseph@charlottecountyfl.gov

[Scan/Click to
View FOG website](#)



REDUCE WATER AND LIMIT SEWER USAGE

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

September 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.

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