

May 8, 2025



# Public Services

To maintain a safe and healthy community by delivering essential services from skilled, professional and dedicated public servants.



# Agenda

- Financial Trends
- Goals & Initiatives
- Highlights



### **Financial Trends**



### **Public Services**

**Budget & Admin. Services** 

**Transit** 

**Communications & Marketing** 

**Community Services** 

**Extension Services** 

Libraries & Historical

Recreation

**Human Services** 

**Intake Services** 

Family Stability Services

**Veteran Services** 

Aging and Adult Services

**Judicial** 

**Public Safety** 

Fire Rescue

**Emergency Medical Services** 

**Emergency Management** 

**Animal Control** 

**Public Works** 

Solid Waste

Mosquito & Aquatic Weed Control

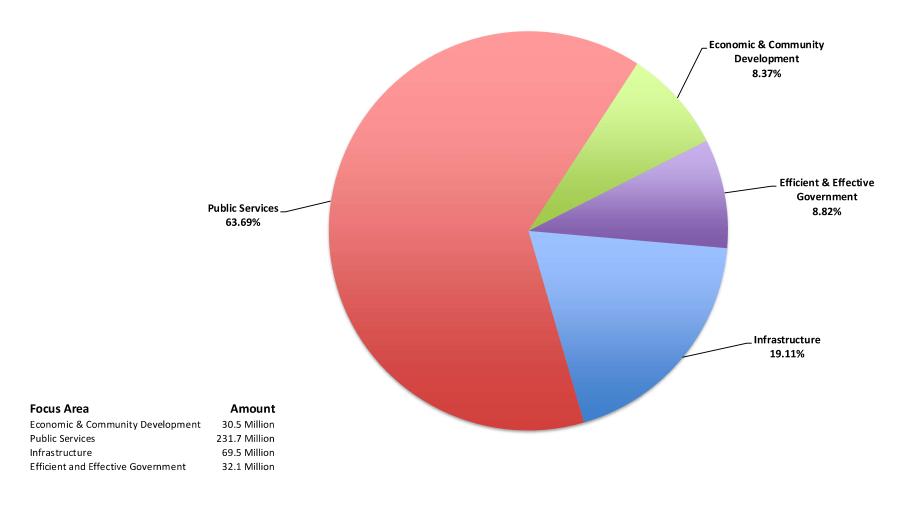
CHARLOTTE COUNTY

**Utilities** 

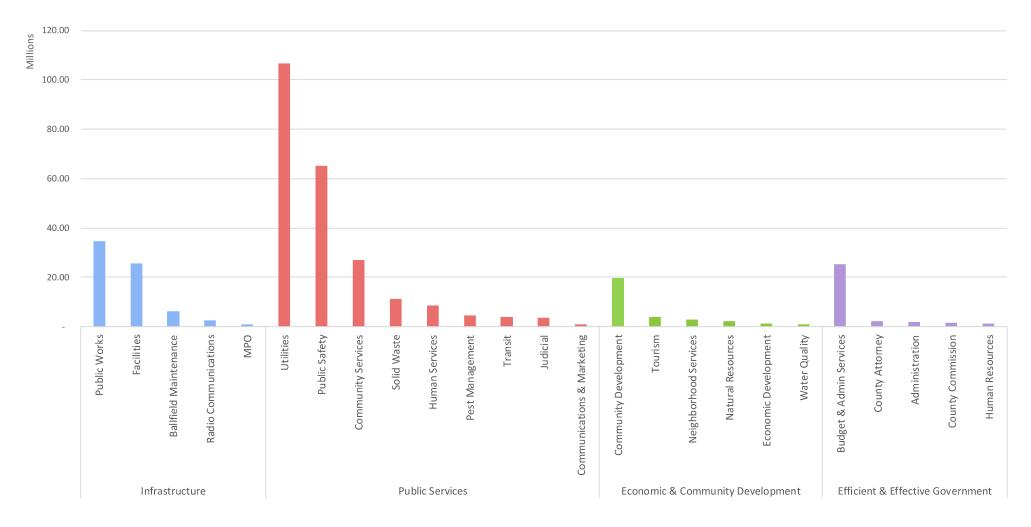
Water

Wastewater

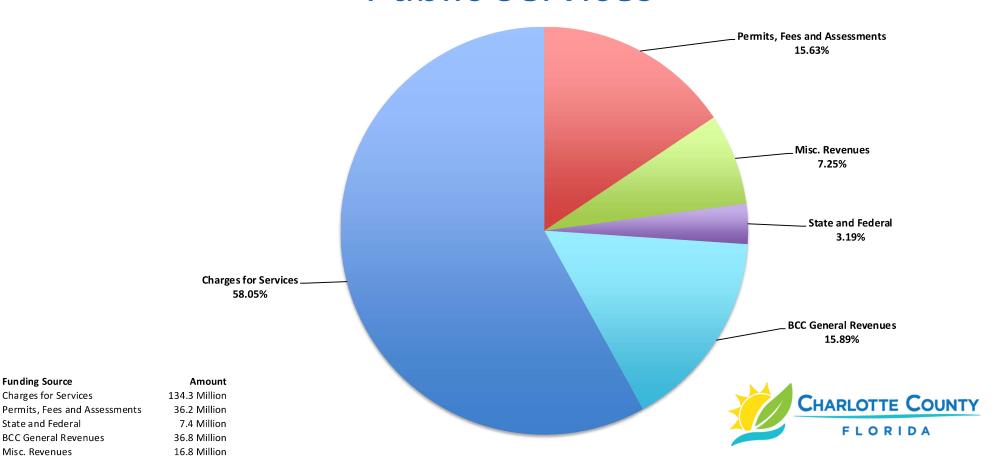
### FY24 Expenditures by Focus Area



### FY24 Expenditures by Focus Area & Department

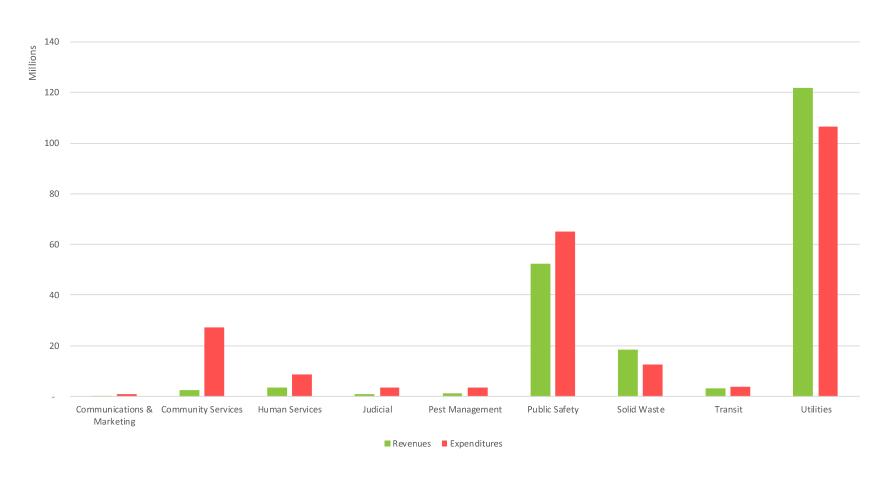


# FY24 Revenue Sources: Public Services



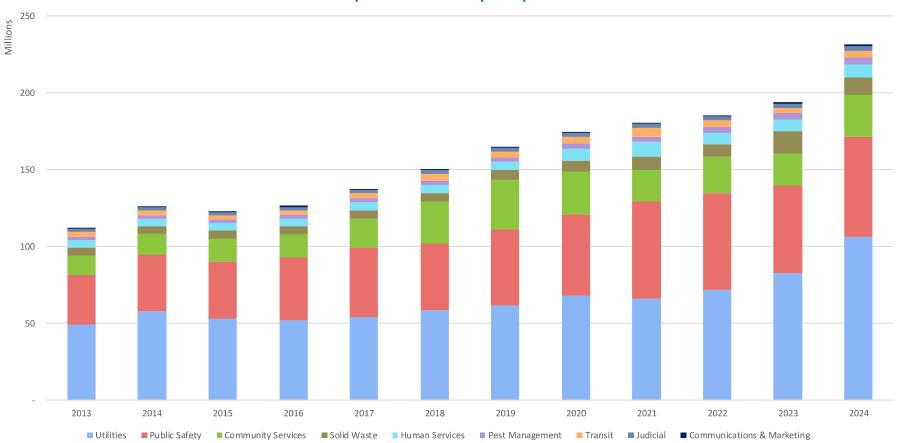
# Revenues vs Expenditures:

### **Public Services**



### **Historical Trend**

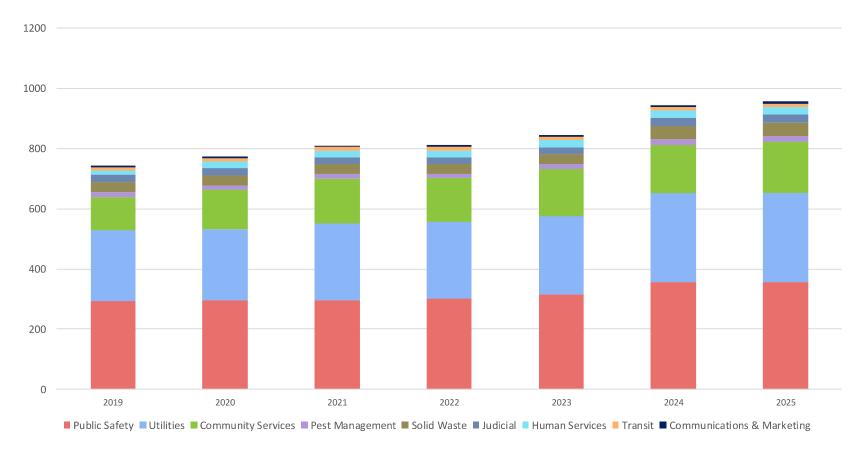
#### **Total Expenditures by Department**



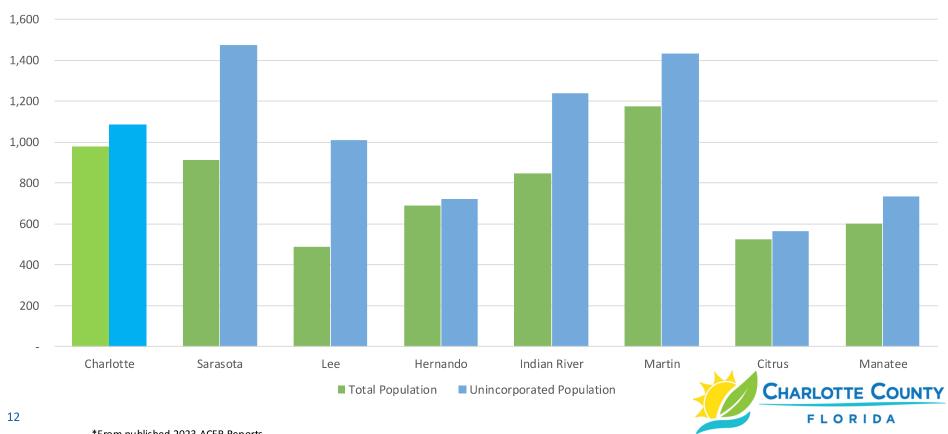
\*Unaudited

### **Historical Trend**

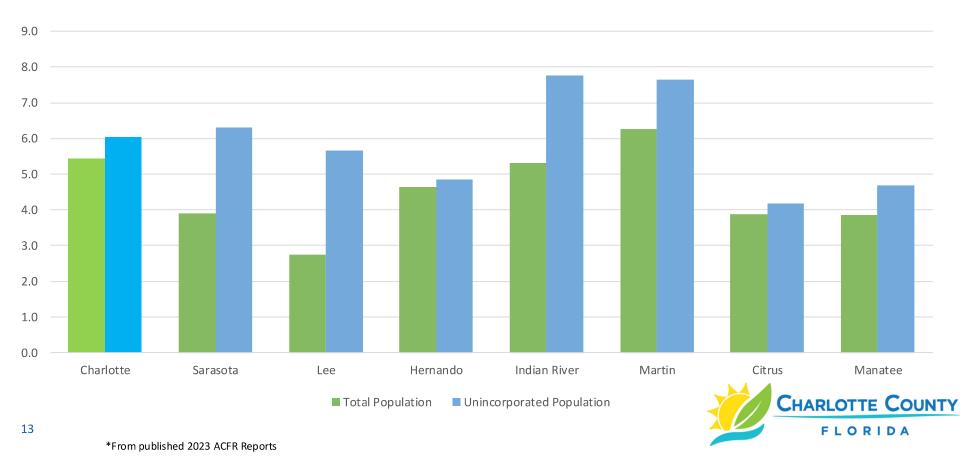
#### Total FTE by Department



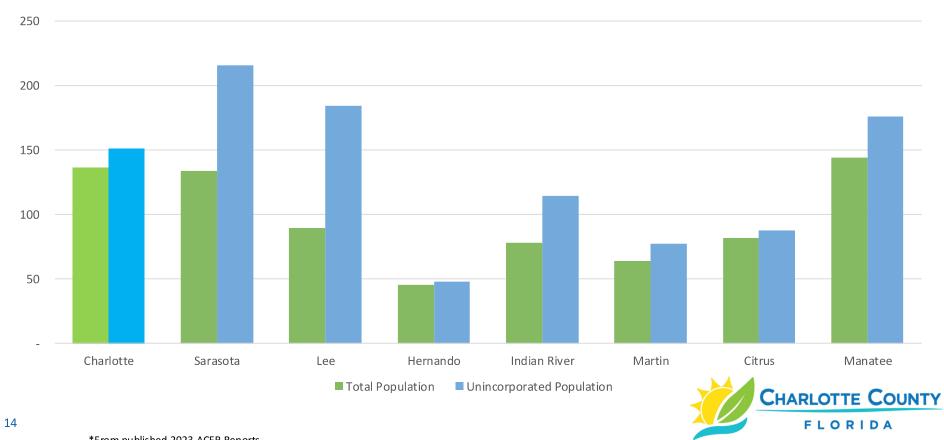
\$ Spent Per Capita on Public Safety



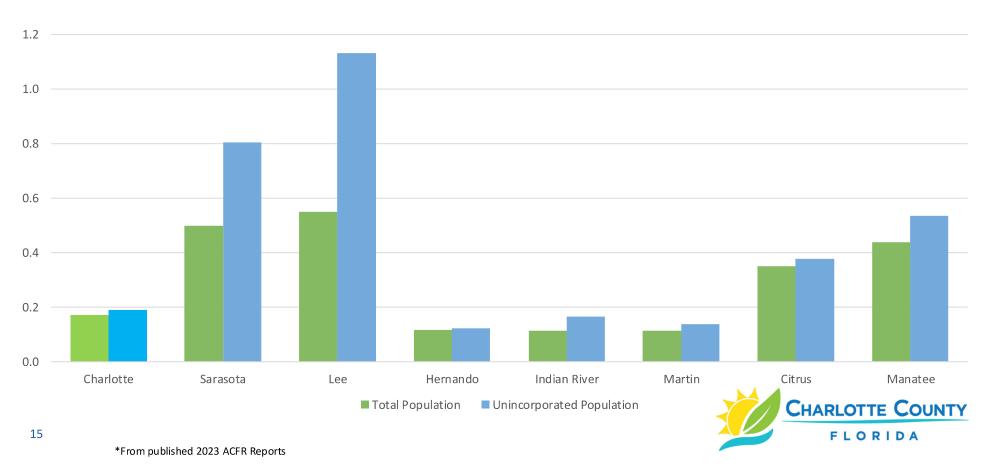
FTE Per Thousand for Public Safety



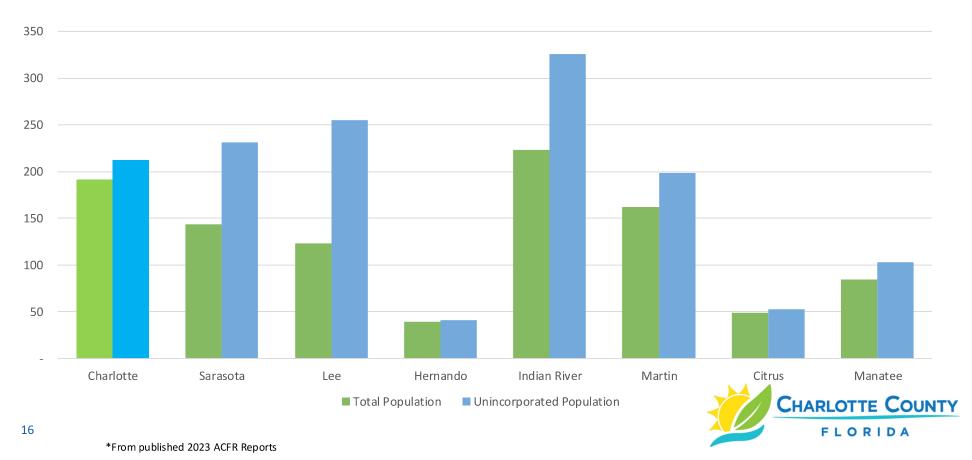
\$ Spent Per Capita on Human Services



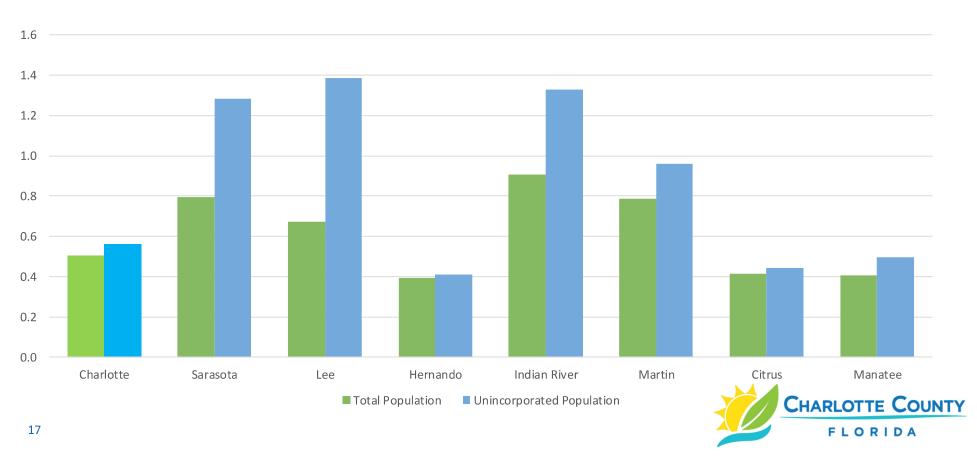
FTE Per Thousand for Human Services



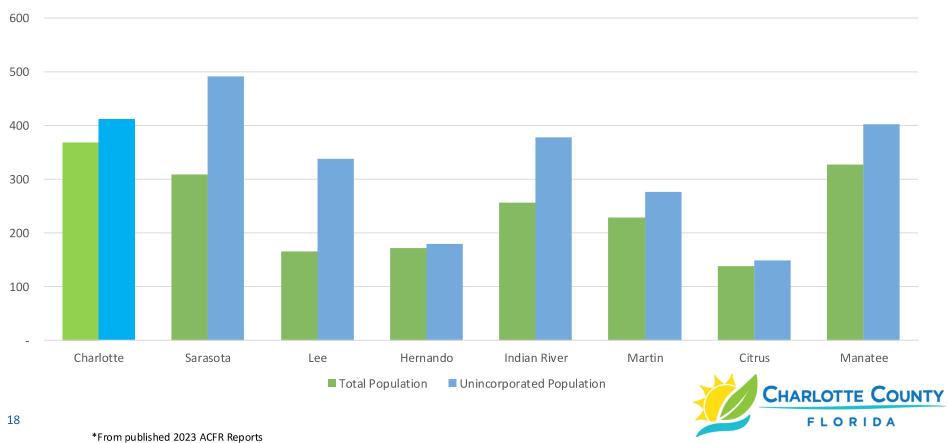
\$ Spent per Capita on Culture & Recreation



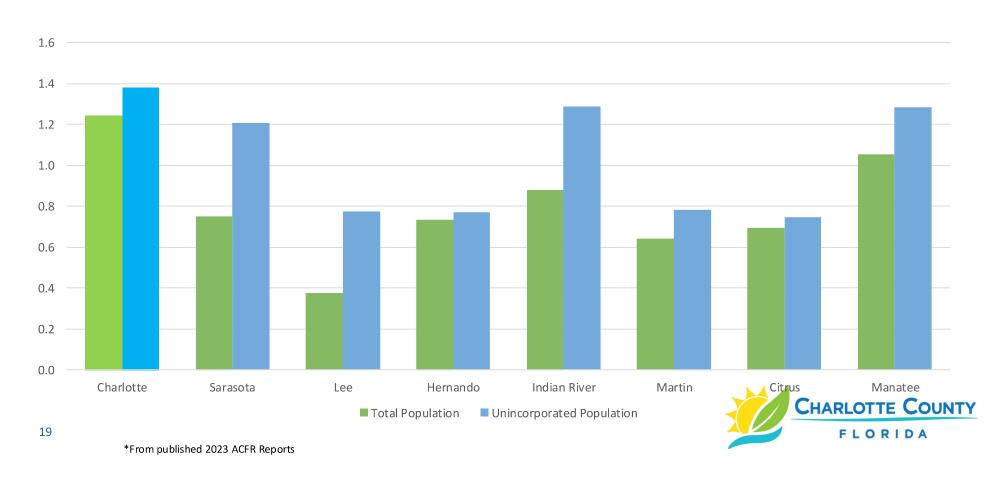
FTE per Thousand for Culture & Recreation



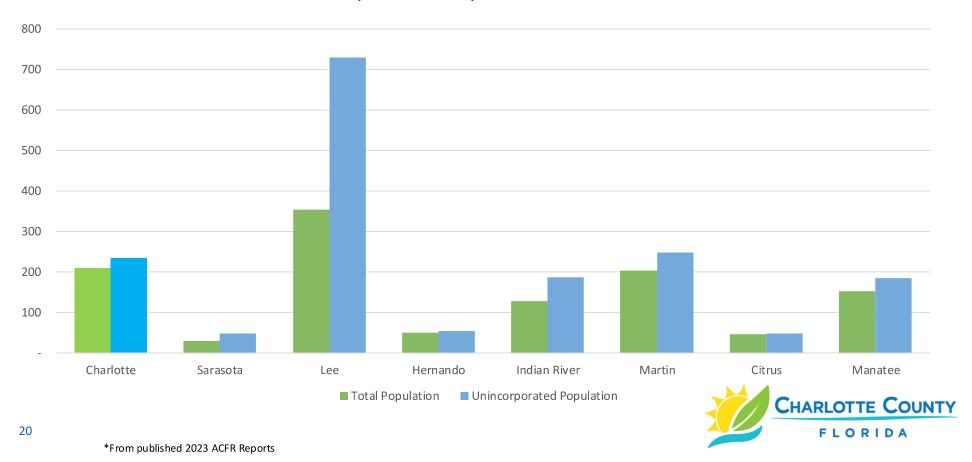
\$ Spent Per Capita on Water & Sewer



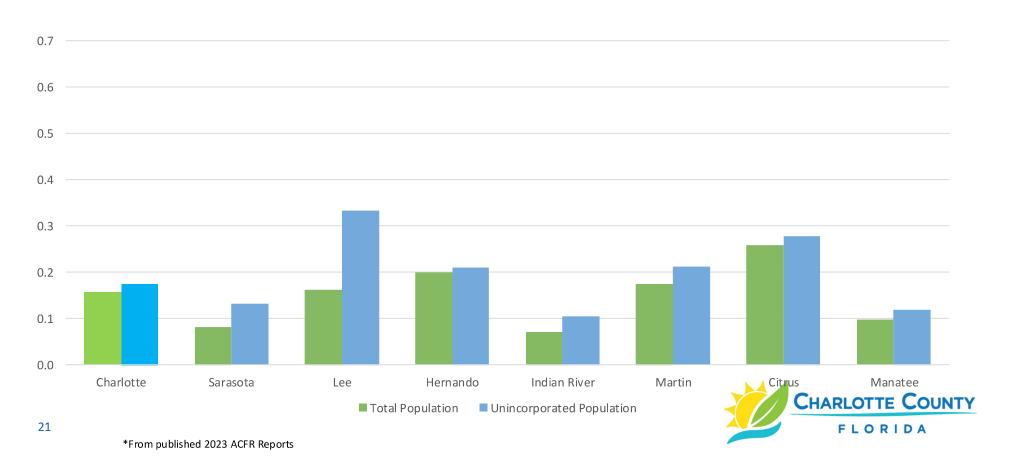
FTE Per Thousand for Water & Sewer



\$ Spent Per Capita on Solid Waste



FTE Per Thousand for Solid Waste



# **Population Data**

Charlotte	Population	Percentage
Punta Gorda	20,410	10.00%
Unincorporated	183,716	90.00%
Total Population	204,126	100.00%

Indian River	Population	Percentage
Fellsmere	4,933	2.94%
Indian River Shores	4,512	2.69%
Orchid	531	0.32%
Sebastian	26,405	15.74%
Vero Beach	16,693	9.95%
Unincorporated	114,707	68.37%
Total Population	167,781	100.00%

Martin	Population	Percentage
Indiantown	6,664	4.09%
Jupiter Island	786	0.48%
Ocean Breeze	608	0.37%
Sewall's Point	2,038	1.25%
Stuart	19,264	11.83%
Unincorporated	133,487	81.97%
Total Population	162,847	100.00%

Citrus	Population	Percentage
Crystal River	3,491	2.15%
Inverness	7,860	4.84%
Unincorporated	150,889	93.00%
Total Population	162,240	100.00%

Lee	Population	Percentage
Bonita Springs	54,868	6.85%
Cape Coral	213,301	26.63%
Estero	37,507	4.68%
Fort Myers	97,711	12.20%
Fort Myers Beach	3,255	0.41%
Sanibel	5,946	0.74%
Unincorporated	388,401	48.49%
Total Population	800,989	100.00%

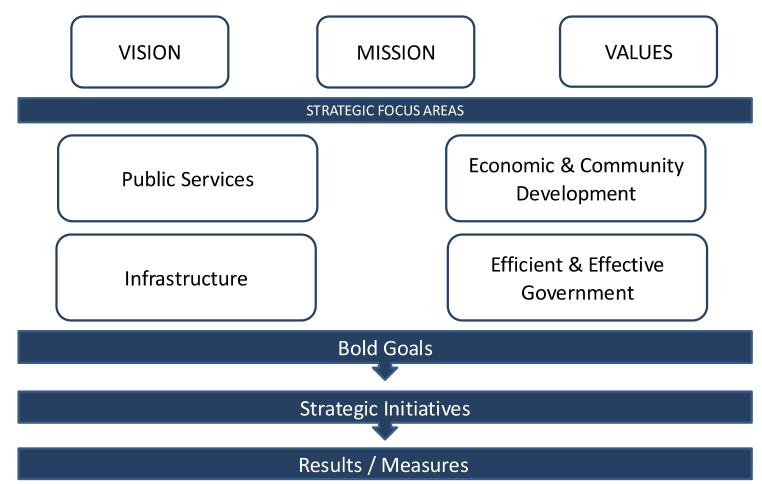
Sarasota	Population	Percentage
Longboat Key (part)	4,776	1.03%
North Port	86,552	18.64%
Sarasota	57,005	12.28%
Venice	27,793	5.99%
Unincorporated	288,097	62.06%
Total Population	464,223	100.00%

Hernando	Population	Percentage
Brooksville	9,566	4.68%
Unincorporated	194,699	95.32%
Total Population	204,265	100.00%

Population	Percentage
987	0.22%
57,253	13.02%
902	0.21%
3,026	0.69%
2,761	0.63%
13,927	3.17%
360,710	82.06%
439,566	100.00%
	987 57,253 902 3,026 2,761 13,927 360,710

<sup>\*</sup>From published 2023 (BEBR) Bureau of Economic & Business Research Report







### **Public Services**

#### **Bold Goals**

- Optimize organization based on Levels of Service
- Ensure data driven decision making in the delivery of services to a changing community
- Strengthen the resiliency and recovery capacity of the community
- Manage and communicate the complexities of the provision of public services





Ensure data driven decision making in the delivery of services to a changing community



### **Levels of Service**

TRANSIT									
Levels of Service - 6 Year Metrics									
		Public & Transportation Disa	dvantaged (	(TD)					
Who is your primary Customer?	General public within service area								
What is the primary service they receive from you?	Transporation from point A to point	В							
What is the main aspect of the service they care about?	Excellent Customer Service, Safe, Ef	ficient Scheduling and Reliable Transpo	ortation						
How do we measure "what customers care about"?	What is (or can be) measured?	What is the source of this data?	2019	2020	2021	2022	2023	2024	
Excellent Customer Service/Safety	% of Rider satisfaction	Local Coordinating Board (LCB) Annual Transportation Disadvantaged (TD) Rider Survey; Transit Development Plan (TDP) Rider and General Public Surveys (FY19 includes only Public Transporation)	85%	96%	98%	89%	90%	92%	
	# of concerns	Compliment & Concrern Sharepoint data collection system	99	27	17	67	51	63	
	Total calls	_	84,114	64,749	43,798	36,799	38,345	66,009	
Efficient Scheduling	Average queue time	Phone system	4:09	7:50	5:15	4:18	2:24	0:57	
	Average handling time		5:53	3:55	2:36	3:34	5:05	2:20	
% of Trips Completed Not More than 15 mins beyond window									
- n 1 m	W 67 : V	Scheduling software	87%	86%	89%	92%	91%	95%	
-	# of Trips per Year	-	130,125	86,149	56,795	60,804	58,920	85,119	
	# of Trips per Hour		2.56	2.39	2.26	2.10	2.20	2.42	

### **Data Collection**

- Public Safety
  - Community Risk Assessment & Standard of Cover 2023
  - O Department Strategic Plan 2024
- Utilities
  - Manpower Study 2023
  - Rate Model annually
- Community Development
  - Metro Forecasting annually
- Community Services
  - Parks Master Plan 2024
  - Library Master Plan near future
- Public Works
  - o TBD near future



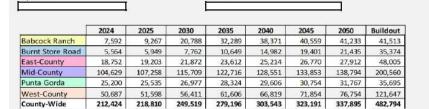
### Metro Forecasting

### **2024 Population Forecast**

Population Forecast									
2024 2025 2030 2035 2040 2045 2050									
Babcock Ranch	7,592	9,267	20,788	32,289	38,371	40,559	41,233	41,513	
Burnt Store Road	5,564	6,700	10,084	14,403	19,269	22,822	23,837	36,597	
East	18,752	19,191	21,817	23,523	25,102	26,647	27,791	55,940	
Mid	104,629	107,256	115,698	122,699	128,535	133,835	138,777	200,662	
Punta Gorda	25,200	25,559	27,081	28,664	30,241	31,592	32,694	36,661	
West	50,687	51,598	56,411	61,606	66,819	71,854	76,754	121,647	
Sum	212,424	219,571	251,879	283,184	308,337	327,309	341,086	493,020	



# Population Growth Exercise



Infrastructure
Infrastructure needed (including structural needs and technology).
Service Delivery/Operations
Changes in Levels of Service, Maintenance and impacts to operations
Staffing
Staffing changes needed, i.e. # of FTE and geographic locations of staff

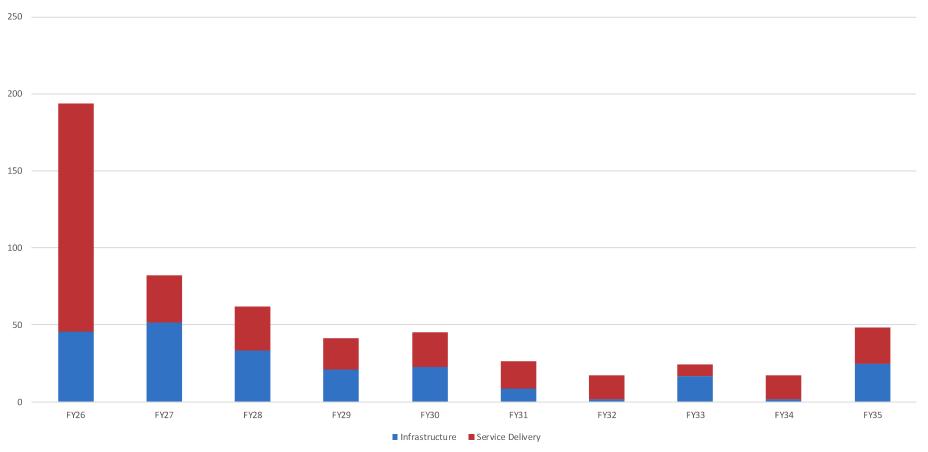


Indicate below, by region and area of impact, what specific issues you anticipate due to the upcoming population increases forecasted by IGM.

Year	Population Forecast	Area of Impact	Babcock Ranch	Burnt Store Road	East-County	Mid-County	Punta Gorda	West-County
2024	212,424	Current Population	7,592	5,564	18,752	104,629	25,200	50,687
		Forecast	Population increased by 13,196 - Increase of 173.81% over current population	Population increased by 2,198 - Increase of 39.5% over current population	Population increased by 3,120 - Increase of 16.6% over current population	Population increased by 11,080 - Increase of 10.6% over current population	Population increased by 1,777 - Increase of 7.1% over current population	Population increased by 5,724 - Increase of 11.3% over current population
	249,519	Infrastructure						
2030	17%	Service Delivery						
	Increase over current population	Staffing						
		Forecast	Population increased by 24,697 - Increase of 325.3% over current population	Population increased by 5,085 - Increase of 91.4% over current population	Population increased by 4,860 - Increase of 25.9% over current population	Population increased by 18,087 - Increase of 17.3% over current population	Population increased by 3,124 - Increase of 12.4% over current population	Population increased by 10,919 - Increase of 21.5% over current population
	279,196	Infrastructure						
2035	31%	Service Delivery						
	Increase over current population	Staffing						

# Long Range Operational Planning

### **Staffing Needs**



### Service Delivery

### **New Position Requests**

FY26 FY27

**Budget & Admin. Services** 

Transit (2)

Communications (2)

**Community Services** 

Libraries & Historical (6)

Recreation (35)

**Human Services** 

Family Stability & Resiliency (3)

**Public Safety** 

Fire Rescue & EMS (18)

**Emergency Management (1)** 

Animal Control (1)

Utilities (7)

**Budget & Admin. Services** 

Transit (4)

**Communications** (1)

**Public Safety** 

Fire Rescue & EMS (4)

**Emergency Management (1)** 

**Utilities** (5)



### **County Fee Policy**

#### **Purpose:**

Ensure county service fees reflect true costs, support fiscal sustainability, and align with affordability and policy goals

#### Scope:

Applies to all departmental user fees not otherwise established by schedule, statute, ordinance, or resolution

#### **Key Policy Elements:**

- Annual Indexing: Fees adjusted annually with County Administrator approval
- External Review Cycle: Reviewed annually; full fee analysis every 4 years aligned with the budget process
- Transparency: Approved fee schedules published publicly
- Accountability:
  - Fiscal Services: Contractor management, report facilitation
  - **Departments**: Data provision, compliance
  - County Administrator: Consolidates recommendations for Board







### Resiliency and Recovery

#### **Situation:**

The frequency and intensity of disasters experienced by Charlotte County in recent history places us in a continuous cycle of response and recovery.



### Resiliency and Recovery

#### Mission:

Align efforts throughout the organization to embrace the response and recovery role, while continuously enhancing our organizational and community resiliency through innovation, education, investment and strategy.



### Resiliency and Recovery Goals

- Goal #1: Continue to foster a "Culture of Preparedness" that embraces resiliency in all things we do.
- Goal #2: Enhance the overall resiliency of our organization and community through a coordinated Recovery process.
- Goal #3: Create standards and processes that streamline our Recovery and meet the requirements of external agencies.
- Goal #4: Utilize and expand the collective knowledge and resources of the organization to overcome obstacles.
- Goal #5: Create solutions and leverage best practices that eliminate or reduce the impacts of future disasters through mitigation activities.



## Resiliency and Recovery Groups

#### **Community**

- Human Resiliency/Recovery
- Economic and Business Resiliency/Recovery

#### **Organizational**

- Financial Resiliency/Recovery
- Environmental/Historical Resiliency/Recovery
- Infrastructure Resiliency/Recovery

## **Group Tasks**

- Represent respective departments as subject matter expert and primary point of contact for all Resiliency and Recovery related activities
  - Damage Assessment coordination
  - Staff the Emergency Operations Center when transitioned to Recovery
  - Coordinate recovery activities post disaster on behalf of department
  - Local Mitigation Strategy Working Group participation
  - Recovery/Resiliency training coordination
  - Identify best practices, develop strategies, refine workflows and work collaboratively to address common or inter-related issues
  - Establish project reporting standardization to provide situational awareness and maintain transparency.
  - Continually refine processes to enhance efficiencies and adjust to the ever-changing landscape.



## Resiliency through Planning and Mitigation

- Local Mitigation Strategy Workgroup participation
  - Establish priorities
  - Data driven process using historical data and studies
  - Collaborative project development
  - Leverage both traditional funding sources and non-traditional
  - Nature-based/Green solutions
  - Review and adopt applicable best practices
  - Vulnerable population outreach and education



## Emergency Management's Role

- Coordination (Internal and External)
  - Leverage the internal expertise within our departments and partners
  - Identify training
  - Collaborative strategy development
  - Interpret and communicate national, regional and statewide best practices and standards

Manage and communicate the complexities of the provision of public services



## **Communications Department**

- Reach people how they want to be reached
- Traditional media, social media, streaming, web
- Internal communication
- Event planning
- Strategic communication



## Charlotte County Website www.CharlotteCountyFL.gov

Reporting on Jan. 1, 2024 to Dec. 31, 2024 unless otherwise noted.

## Webpages with the Most Visits

727,741 Home

478,439 Know Your Zone

139,757 Building Online Services

137,683 Building Permits

137,392 Utilities Billing

#### **Most Popular Day**

Oct. 7, 2024:

387,071 Website views

139 Website Admins

1183 webpages

2015 calendar events

60 news releases active

129 projects

#### **PDF Downloads**

Total Downloads:

543,642

**Top PDF Documents:** 

**Evacuation Zones** 

**Evacuation Routes** 

Flood Insurance Rate Map

Disaster Planning Guide

**Recreation Center Calendars** 

Permit Inspection Information

**Curbside Collection Holiday Schedule** 

**Pool Calendars** 

**Utilities Availability Form** 

Residential Curbside Service

**Inspections List** 

5,649,572

**Total Visits** 

5,491,594

Views from the U.S.

1,438,253

**Unique Users** 

1 min 24 sec

Average time on a page

22,227,829

Total times a Google search included our site in the results

#### **Communications & CC-TV**

## **Constant Contact Emails sent**

565,923

52% open rate

16% click rate

#### **Emails Opened**

273,880

#### Compare 2024 to 2023

236% **▲** sent

**181% ▲** clicks

227% ▲ opened

324% ▲ bounces

Open rate is 16% higher than industry average

#### **CC-TV Granicus Overview**

77

**Board Meetings** 

70

**Original Videos** 

8482

**OTT Live Stream Views** 

5:27:25

of Original Vid

#### CharCoCares

Unique Opt-Ins 54.776

Number of subscribers of all time, and does not include opt-outs.

New Subscribers 959

Messages sent 24

#### **Charlotte County, FL App**

New app launched in July 2024

#### **Top Submitted Requests**

275 Drainage

136 Mosquito

76 Pothole

**62 Garbage Service** 

**61 Illegal Dumping** 

57 Brush

**57 Lighting Repair** 

**49 Utilities Department Service** 

#### Service Requests (July 14 - Dec. 31)

1,617

**49 Engineering/Road Projects** 

**48 Yard Trimmings** 

**40 Code Compliance** 

35 Permitting

## **Social Media**

Instagram					
Posts 4,006,279 ▲4%	2,580,669 ▲21% Video Views				
Impressions	3,171 ▲79%				
48,233 ▼65% Engagements	Total Followers 18,482 ▲ 21%				
Linguagements	10,462 \$\infty\$176				
X (Twitter)	Nextdoor				
Posts	Posts				
<b>1,157</b> ▼4%	<b>1,047</b> ▲ <b>39</b> %				
Impressions	<b>Impressions</b>				
<b>835,048 ▲124</b> %	<b>6,668,679 ▲96</b> %				
Engagements	<b>Engagements</b>				
<b>33,964 ▲137</b> %	<b>13,344</b> ▲6%				

Facebook				
Posts				
4,235	▲17%			
Impressions				
42,410,732	▲29%			
Engagements				
3,328,717	<b>▲72%</b>			
<b>Post Link Clicks</b>				
104,919	▼58%			
Video Views				
6,189,045	<b>▲164%</b>			
<b>New Followers</b>				
49,177	▲34%			
<b>Total Followers</b>				
193,128	▲34%			

## Public Service Highlights

- Human Services
- Parks
- Emergency Medical Services
- Nonprofit Funding
- Judicial Funding



### **Human Services**



## Case Study: A Veteran's Path to Hope



May 2024: Veteran visits FSC seeking food stamp support; living in a converted camper with no water or electricity.
Veteran Services Division submitted a benefits review.

Income was \$175 per monthincreased to \$3831 per month.



Veteran Services Division referred the to the Gulf Coast Partnership for Coordinated Entry into housing.

February 2025: Veteran expresses readiness for housing; linked to St. Vincent de Paul and enrolled in SSVF the same day.



Approved for housing and VA benefits in one day; moves forward with \$750/month rent via Shallow Subsidy Grant.

Outcome: Stable income, safe housing, and a path to long-term recovery enabled by integrated FSC services.

## Program Innovation: Harmony in the Family

Pilot Program in development between Florida Sheriffs Youth Ranch, Charlotte County Sheriff's Office, and the Boys & Girls Club of Charlotte County.

Family Engagement Day and 2-day Connections Camp

#### Main Objective:

Harmony in the Family aims to strengthen family connection and develop skills to empower families and enhance community well-being.

Developmentally appropriate communication, embracing perspective differences, coping skills, with a split schedule format for children and parents.

#### Curriculum Focus Areas:

- Communication
  - Tone, cadence and clarity-communicating the why Clear, concise, considerate communication
    The power of sharing
- Emotional Regulation
   The power of being introspective
   Recognizing emotional cues
   Coping skills
- Trust
  - Taught through Challenge Course activities
- Connection: Parent and Child Building trust through play

60 participants in 2 sessions offered so far

## System Improvement: Community Organizations Active in Disaster

#### **COAD Committees:**

- Food & Shelter Committee
- Crisis Response Committee
- Volunteer Management Committee
- Donations Management
   Committee
- Long-Term Recovery Committee
- Health Care Committee
- Communications
   Committee
- Spiritual Care Committee



#### Participants:

Over 160 local, state, national and international partners

#### Mission:

The Charlotte County COAD unites community organizations to communicate, coordinate services, address unmet needs, and provide training, financial assistance, supplies, and resources before, during and after disasters.

## Community Impact: Senior Socials

#### **Purpose:**

To address social isolation and provide valuable information to seniors and veterans

#### **Frequency:**

Quarterly events held at the FSC

#### **Attendance:**

Over 200 attendees

#### **Past Themes:**

Christmas Party
Spring Renewal
Beat the Heat
A Time for Togetherness

#### **Partners:**

- Punta Gorda Housing Authority
- Career Source of Southwest Florida
- Area Agency on Aging of Southwest Florida
- Empath Health
- Charlotte County Transit
- Charlotte County Department of Health
- Veterans Administration
- Senior Friendship Centers
- United Way of Charlotte County
- Charlotte County Aging and Adult Services
- Charlotte County Veteran Services
- DCF-Adult Protective Services
- Gulf Coast Partnership

#### **Presentations and Outreach:**

Emergency Management Transit Division Department of Health

#### **Activities:**

Painting
Photo booth
Tai Chi
Live music
Lunch

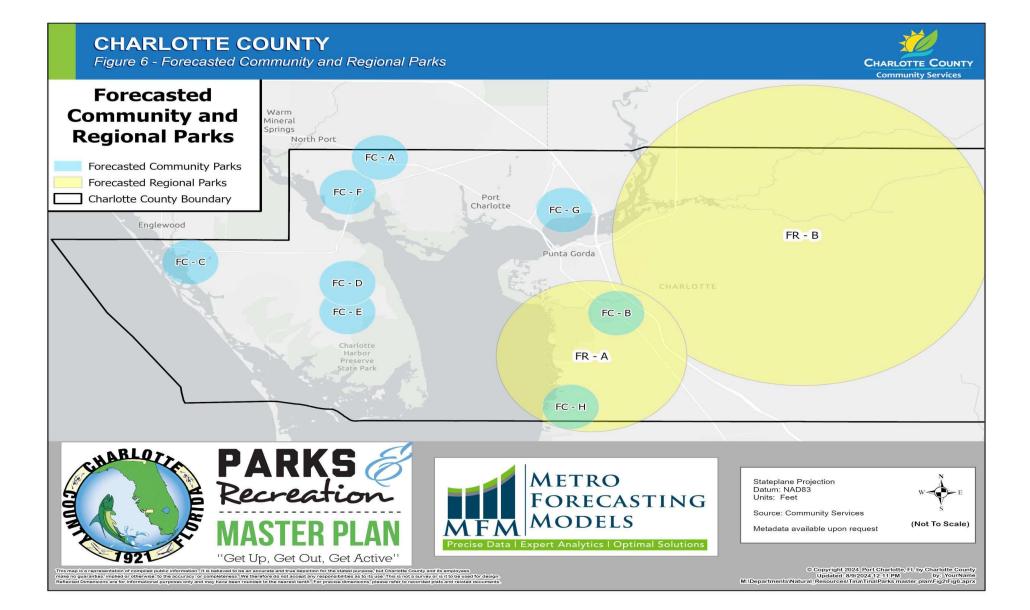
#### **Future plans include:**

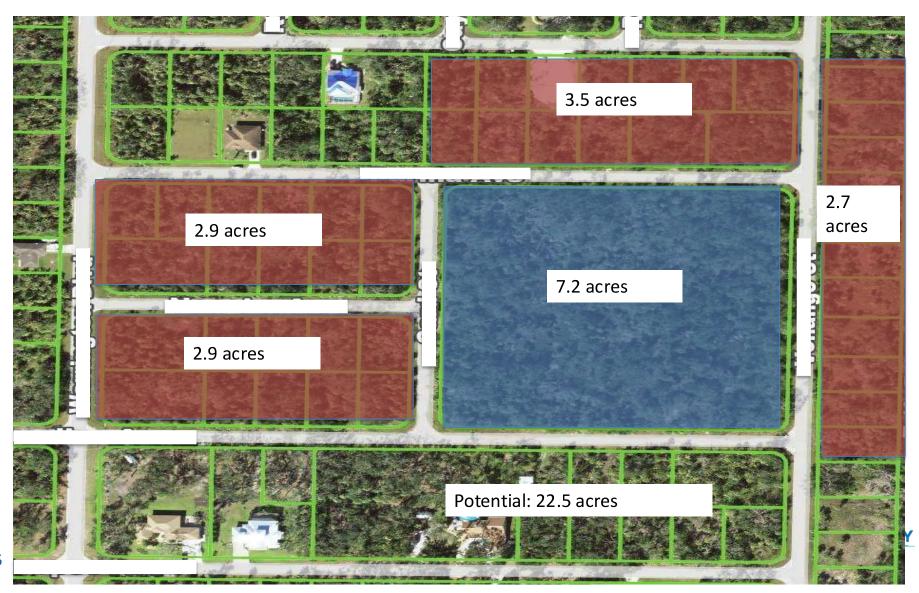
Technology navigation training Veteran recognition and celebration pinning



## **Parks**









# Charlotte County Emergency Medical Services

Strategic Plan Update

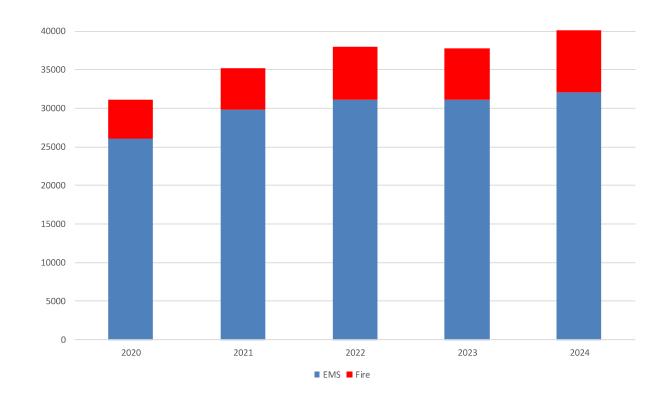




### Service Demand

#### 5 Year Increase 2020-2024

- 22.3% Call Volume Increase
- 18.6% EMS Call Volume Increase





## Improvements – Turnout Times (90<sup>th</sup> Percentile)

#### **Turnout Time**

- Dispatched to Enroute

2022 – 2:42 (162 seconds)

2023 – 2:33 (153 seconds)

2024 – 2:13 (133 seconds)

2025 – 2:11 (131 seconds)

National Average – 120 seconds CFAL& NFPA 1710 – 90 seconds

#### **Operational Adjustments**

- Education/Awareness
- Station Design
- Continued Policy/Process Review
- Station Alerting



## **Implementations**

- Advanced Life Support Engines
  - Engine 11 February 14<sup>th</sup>
  - Engine 7 June 5<sup>th</sup>
  - Engine 3 Future
- Peak-Load Rescues
  - Medic 1 April 14<sup>th</sup>
  - Medic 2 September 25<sup>th</sup>
  - Unit Hour Utilization (UHU)
  - System Reliability
  - Call Concurrency





## Implementation of 10 Hour Rescues

- Peak-Load Rescues
  - Medic 1 April 14<sup>th</sup>
    - 884 calls in 2024
    - 284 calls so far in 2025 YTD
  - Medic 2 September 25<sup>th</sup>
    - 443 calls in 2024
    - 277 calls so far in 2025 YTD
  - Unit Hour Utilization (UHU)
  - System Reliability
  - Call Concurrency





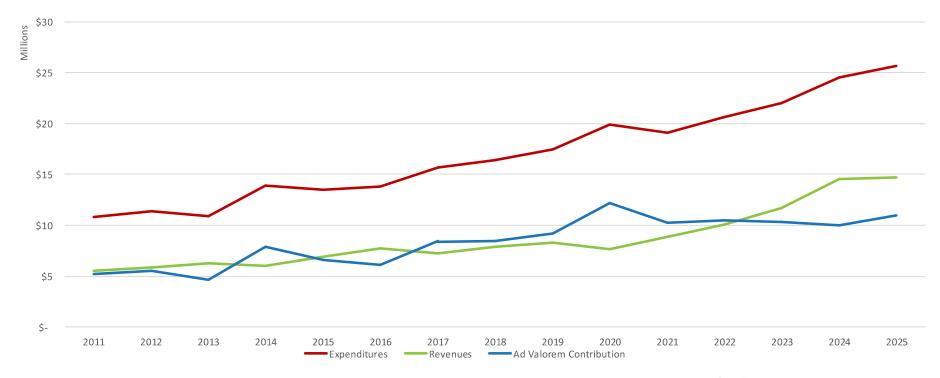
## **Unit Hour Utilization**

Unit	2022	2023	2024	2025
Rescue 32	26%	27%	28%	
Rescue 1	27%	25%	25%	
Rescue 10	26%	25%	25%	
Rescue 2	24%	23%	23%	
Rescue 12	23%	23%	23%	
Rescue 13	21%	20%	22%	
Rescue 8	19%	18%	18%	

IAFC Recommends 25% as a Planning Threshold. Best Practices would not have units exceed 30%



## **Emergency Medical Services**



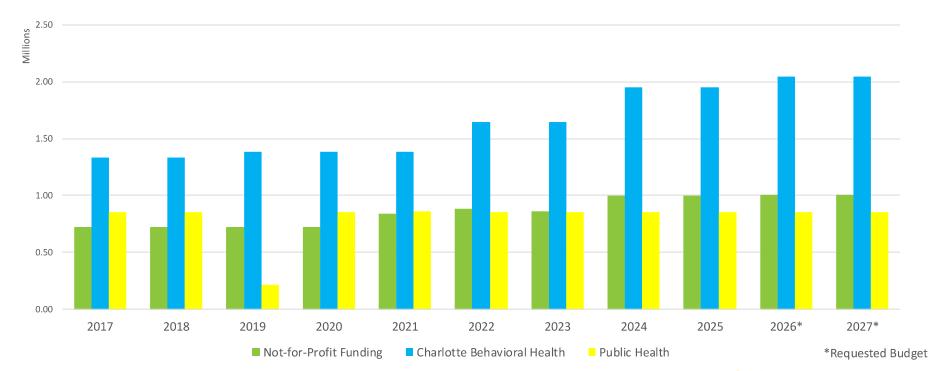
2011-2024: Actuals 2025: Projection



## Nonprofit Funding



## County Aid to Nonprofits and the Health Department





## Nonprofit Funding Requests

	2024/25	2025/26	2026/27
	<b>Funding Level</b>	Request	Request
United Way	916,546*	916,546	916,546
Charlotte Behavioral Health	1,948,361	2,048,361	2,048,361
Non-Human Services Organization			
Charlotte Harbor Environmental Center (CHEC)	37,500	37,500	37,500
Military Heritage Museum	22,500	24,000	24,000
CHNEP	25,000	25,000	25,000

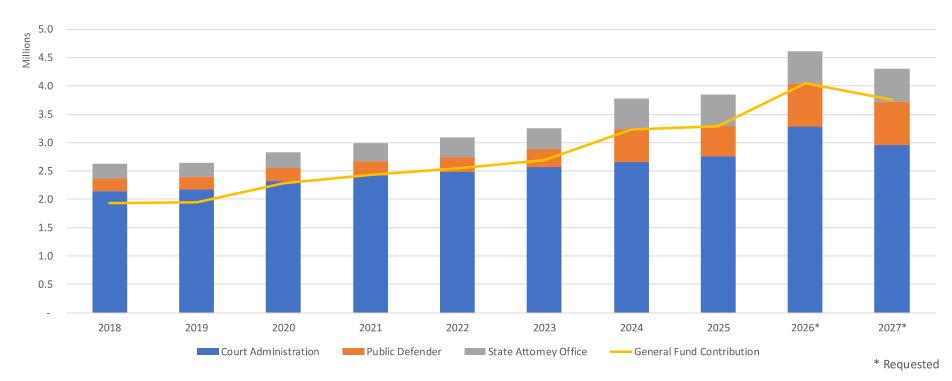


<sup>\*</sup>Does not include Charlotte County Employee Disaster funding

## **Judicial Funding**



## Fine and Forfeiture Budget





## **Budget Request**

- 1 New Public Defender Position
- Court Admin Security Upgrade



## Questions?

