

FY2013/14

PROGRESS ON

DEPARTMENT GOALS

GOALS

211

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Continue updating the public information of agencies and sites in Iris software database.</u>
	<ul style="list-style-type: none"> • 211 annually updates data on the 880 health & human services programs currently in its data base. Ongoing changes are also made as requested by the agencies. New agencies and services are added/deleted as appropriate.
2.	<u>Maintain partnerships with the after hours volunteer operation of the 211 Call Center.</u>
	<ul style="list-style-type: none"> • The Center for Abuse and Rape Emergencies (CARE) has been the after hours agency partner of 211 since 2005. 211 staff provide training and support for the volunteers. Volunteers provide over 500 hours of 211 coverage each month.
3.	<u>Maintain partnership with community agencies and provide needs data that are relevant to the agencies' grant applications.</u>
	<ul style="list-style-type: none"> • 211 maintains partnerships with the United Way, the Health Department, Charlotte Behavioral Health Care, Law Enforcement and Public Safety, and the Homeless Coalition to name a few. The 211 caller identified needs by zip code from 2005-2013 was recently launched and is accessible on the 211 website for agency use.
4.	<u>Continue to be in compliance with the AIRS to maintain national accreditation.</u>
	<ul style="list-style-type: none"> • Charlotte 211 must meet and maintain national AIRS accreditation & standards to retain its 211 call status. Re-certification is required every five years. 211 will begin the reaccreditation process in 2014.

GOALS

Administration

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Implement Strategic Focus Area Goals & Objectives.</u> <ul style="list-style-type: none">• The BCC has 8 Strategic Focus Areas, which are comprised of 59 Goals. The Board was provided an update on each goal by Administration and staff at the 2 monthly workshops in March and April.
2.	<u>Continued focus on efficiencies.</u> <ul style="list-style-type: none">• Administration is providing to the BCC both a historical account of reductions and efficiencies as well as a current evaluation of the organization structure.
3.	<u>Charlotte Assembly to solicit citizen participation in shaping the vision of the county's future.</u> <ul style="list-style-type: none">• Charlotte Assembly was conducted on Oct. 16 & 17, 2013.• Policy Statement has been received by the BCC and the recommendations from the Policy Statement will be provided as the BCC Goals for 2015 are being drafted.
4.	<u>Completion and adoption of revised Land Development Regulations.</u> <ul style="list-style-type: none">• The Unified Land Development Code will be presented to the BCC for adoption in September 2014.

GOALS

Animal Control

FY13/14 AND FY14/15 GOALS AND PROGRESS:

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| 1. <u>To restore two part-time Dispatch positions to full-time status.</u> |
| • This was successfully completed through Board action on April 8, 2014. |
| 2. <u>To restore our part-time Administrative Services Coordinator to full-time status.</u> |
| • This was successfully completed through Board action on April 8, 2014. |
| 3. <u>To keep expanding our efforts to exchange tag information electronically .</u> |
| • This continues to be a work-in-progress but has not been completed due to limited resources (reduction in hours of office staff). |

GOALS

Aquatic Weed

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1. <u>At least one Aquascaping project.</u>
• Crew planted 100 Water Lily bulbs in the pond where the S.O. is raising catfish to improve appearance and water quality.
2. <u>Maintain compliance for all mitigation sites.</u>
• All mitigation sites in compliance.

GOALS

Building Construction Services

FY13/14 AND FY14/15 GOALS AND PROGRESS:

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| Enable e-filing of all residential permit types to include electronic document review and concurrent plans reviews among the department. This will include enhancements to the department's web site and the development and introduction of new |
| 1. <u>functionality. Aim to be completed by end of FY14.</u> |
| ● Staff has contracted with the Land management software provider to implement Electronic Document Review in four areas. This will be completed by the end of FY14. Staff will then deploy this to all other application types where EDR is applicable. |

GOALS

Community Services - Charlotte Sports Park

FY13/14 AND FY14/15 GOALS AND PROGRESS:

<p>1. <u>Manage operations of the CSP for the TB Rays Spring Training Season, Extended Spring Training, Gulf Coast League and Instructional League.</u></p>
<p>Community Services has successfully managed the operations at the Charlotte Sports Park for the Tampa Bay Rays Spring Training Season along with Extended Spring Training, Gulf Coast League, and Instructional League to include security operations, traffic management, paramedical services, and facility maintenance.</p>
<p>There were a total of 14 Spring Training Games for the Tampa Bay Rays with a projected number of games for the minor league system as follows in FY 13/14: Extended Spring Training (31), Gulf Coast League (25), and Instructional League (10).</p>
<p>• The total number of practice days for Spring Training was 27 while the projected total number of practice days for all other minor league seasons is 83.</p>
<p>A total of 78,624 fans were in attendance at the 2014 Spring Training Games along with over 4500 fans who attended the daily practices. The total number of fans projected to attend the minor league seasons of Extended Spring Training, Gulf Coast League, and Instructional League at the facility is 2500.</p>
<p>2. <u>Support & maintain the facility operations for the Charlotte Stone Crabs Season.</u></p>
<p>The Charlotte Sports Park has been successfully supported and maintained throughout the Charlotte Stone Crabs Season per our contractual agreement with Ripken Baseball.</p>
<p>• A total of \$56,425 was approved for facility enhancements in FY 13/14 from the stadium improvement fund.</p>
<p>• A total of over 70,000 fans are projected to be in attendance at the facility for these games in FY 13/14.</p>
<p>3. <u>Provide special events and programs to meet established revenue goals.</u></p>
<p>There is a projected total of 11 baseball tournaments, camps, and clinics held at the Charlotte Sports Park in FY 13/14 with a total of 13 such events projected in FY 14/15.</p>
<p>• There is a projected total of two (2) 5K Runs, two (2) meeting rentals, and one (1) parking lot rental in FY 13/14 with a projected total of three (3) 5K Runs, four (4) meeting rentals, and two (2) parking lot rentals in FY 14/15.</p>
<p>• There were a total of two (2) large special events at the Charlotte Sports Park in FY 13/14 - the 14th Annual Charlotte Harbor Nature Festival (3500 people) and Cole Bros Circus (2000 people).</p>

GOALS

County Attorney

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Maintain team-tasked approach in completing/resolving high-risk legal projects.</u> Increase in the number of high-risk, high profile issues have advanced the goal of a teamwork approach. We are currently • working and achieving desired results in may cases (e.g. <i>Weiler v. CC; Rotonda (I, II, III) v. CC; Superboat Race; East/West Springlake</i>).
	Encourage continued development, community outreach, and enhance credibility through increased involvement and
2.	<u>membership in local professional groups.</u> We are making great progress in community outreach and increased credibility: <i>Charlotte County Bar Association; Florida Association of County Attorneys Conference presenter; Leadership Charlotte; regular meetings with Lee and Sarasota Attorneys; public relations meeting with local attorneys and magistrates; participation in Habitat for Humanity home building; participation in Relay for Life, Autism, Girl on the Run fund raising efforts.</i>
3.	<u>Improve skill set and morale through use of available online tutorial and educational opportunities.</u> Desired progress has been difficult to attain since we have been so short-staffed. We hope to fill vacant position very soon so • we can re-focus on this goal.

GOALS

Economic Development

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Focus marketing and recruitment activities at ECAP.</u>
	• <u>Video Produced</u>
	• <u>Brochure produced</u>
	• <u>Targeted marketing underway</u>
2.	<u>Develop strategies for Murdock Village w/BCC direction.</u>
	• <u>As reported at Marketing Budget meeting, Murdock marketing will be considered in final quarter of this year as we determine any budget surplus in our marketing budget.</u>
3.	<u>Roll out Enterprise Zone opportunities.</u>
	• <u>Enterprise Zone approved, board meeting regularly</u>
	• <u>EZ Sign installed at the ECAP</u>
4.	<u>Continue to implement Community Redevelopment Plans.</u>
	• <u>All redevelopment areas are proceeding with planning an implementation on an ongoing basis</u>

GOALS

Emergency Management

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1. <u>Promote Continuity of Operations Planning throughout the County.</u>
• <u>Updated and exercised the Emergency Management COOP Plan.</u>
• <u>Meet with community and business leaders to encourage continuity of operations post disaster.</u>
• <u>Attended statewide conference promoting business and industry continuity.</u>
2. <u>Continue to locate and mitigate at risk properties using grant funding.</u>
• <u>Completed demolition/rebuild of repetitive loss property in Charlotte Harbor.</u>
• <u>Submitted grant application for property in Punta Gorda.</u>
• <u>Promoted flood mitigation grant program at numerous functions and gatherings to prepare for next grant cycle - 07/2014.</u>

GOALS

Engineering

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Ensure all design contracts start and are completed on time.
	<ul style="list-style-type: none"> Staff continues to work with and push when necessary the consultants to keep to the agreed upon schedule.
2.	Ensure all construction projects start and are completed on time.
	<ul style="list-style-type: none"> Staff is continuing to keep projects moving. We demand the contractors to give us updated schedules as things change. When projects are unable to finish on time, staff charges liquidated damages to cover the extra costs incurred due to project delays.
3.	Ensure that all sign and lighting maintenance is completed in a safe timeframe.
	<ul style="list-style-type: none"> Warning signs and traffic signal issues are corrected immediately after receiving notification. All other signs and lighting maintenance are completed in a timely manner.
4.	Ensure all mining operations are operating per CC ordinance.
	<ul style="list-style-type: none"> Staff continues to inspect mines regularly to ensure compliance.
5.	Ensure all ROW inspections are completed within 1 day of request.
	<ul style="list-style-type: none"> Staff has started working overtime to ensure that this goal is being met.

GOALS

Community Services - Extension Services

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<p>Increase Commercial Pesticide Training Program.</p> <p>2013/14 Progress: Increased Group Programming in Commercial Pesticide Training from 127 to 243 participants. Ex.) As a result of (8) Green Industries Best Management Practices (BMP) Trainings with 77 in attendance, 70 took the exam and (66) passed with an average score of 95.3 % and are in compliance. An average score on the pre-test of 75.34% was followed by an average post-test score of 90.8%.</p> <p>2014/2015 Goal: Continue to increase Commercial Programming - especially in Green Industry Best Management Practise (GI-BMP) Training to get more clients Certified and licensed to comply with new State requirements.</p>
2.	<p>Focus on Florida-Friendly Landscaping™ techniques to increase water/dollar savings for high-water users.</p> <p>2013/2014 Progress: Overall client contacts regarding proper irrigation and other FFL techniques increased from 1,793 to 3,075. • In 2013, approximately 165 Rain Barrels were installed by Charlotte County residents saving at least 18,150 gallons of potable water and accordingly stormwater runoff reduction. Additional data from SWFWMD indicated that savings from homeowner site visits/irrigation audits equaled to 197,752.5 gallons, and savings from condo site visits/irrigation audits equaled to 1,389,850 gallons.</p> <p>2014/2015 Goal: Concentrate on Home Owner Associations in regard to educating Boards and home owners about Floirda-Friendly Landscaping™ techniques with emphasis on proper irrigation and plant selction.</p>
3.	<p>Increase summer nutrition and food preparation day camps.</p> <p>2013 / 2014 Progress: Over 200 Charlotte County youth increased their knowledge of nutrition and food preparation through their involvement in the 4-H program.</p> <p>2014 / 2015 Goal : Increase 4-H Healthy Lifestyle programming in underserved communities.</p>
4.	<p>Focus on STEM youth programming with 4-H Project materials.</p> <p>2013 / 2014 Progress: Over 100 Charlotte County youth increased their knowledge and skill level in plant and animal scienc through their involvement in the 4-H program.</p> <p>2014 / 2015 Goal: Continue to stress science-based 4-H programming in all project areas</p>
5	<p>Continue to conduct bay scallop restoration activities using trained volunteers .</p> <p>2013 / 2014 Progress: 11 million bay scallop larvae and 30 thousand bay scallop juveniles were released into Gasparilla Sound and Lemon Bay during 2013 & early 2014 using hatchery spawned and reared scallops; 6 month field survey of restoration sites will take place on 4/28</p> <p>• 7 volunteeers have adopted scallops at their docks and monthly document survival and growth information</p> <p>2014 / 2015 Goal: Monthly bay scallop recruitment monitoring has been conducted at 5 stations in Gasparilla Sound and Lemon Bay. The annual Great Bay Scallop Search has been scheduled for July 26th 2014. Gasparilla Marina will once again host this citizen science event.</p> <p>Develop local and regional workshops on topics such as mangrove trimming rules, fisheries regulations, and fish health in aquaculture systems.</p>
6	<p>2013 / 2014 Progress: A Fisheries Regulations and Management Workshops was held (Sept. 2013) and attended by 27 park rangers, resource managers, law enforcement officers and educators. A 6 month followup survey documented that 75% of respondents have used information learned during the workshop and 83% indicate that they are better able to communicate with anglers about fisheries regulations and management as a result of the workshop. Specific examples of information shared with anglers include: passing on rules; providing data on fisheries regulations; and providing updated information on marine species population status.</p> <p>Fifty-five coastal residents, government staff, master gardeners and landscape professionals attended a one day Mangrove Symposium (Feb. 2014). One hundred percent of end of program survey respondents (n=32) indicated that they improved their knowledge and understanding regarding the role mangroves play in a sustainable environment. One hundred percent indicated that they improved their understanding regarding the rules that govern mangrove trimming in Florida. One hundred percent indicated that they were better prepared to educate others as a result of attending the symposium and 100% planned to use information learned during the workshop. A 6 month follow-up survey is planned for later 2014.</p> <p>2014 / 2015 Goal: A Fish Health in Aquaculture Systems regional workshop was offered but canceled due to insuficient registration. However, at the request of jail staff who are active in channel catfish aquaculture another workshop is being considered for summer 2014. This one will be hosted by the jail (to increase their participation) and will also be timed for when STEM teachers are on summer break.</p>
7	<p>Populate and validate Florida Marine Infrastructure planning tool using stakeholder process.</p> <p>2013 / 2014 Progress: This project did not receive grant funding.</p> <p>2014 / 2015 Goal: However another boating and waterway planning project has recently been funded and is expected to get underway soon. This new project will update the Anchorage Guide to SWFL (Manatee to Collier). The project is funded by Florida Sea Grant and will be completed in partnership with the SWFL Marine Industries Association.</p>

GOALS

Facilities and Maintenance

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Complete 75% of assigned work orders within 30 days.</u>
	<ul style="list-style-type: none">• 71% of all work orders submitted were completed within 30 days.
	<ul style="list-style-type: none">• Work orders exceeding 30 days were primarily due to nature of the work.
	<ul style="list-style-type: none">•
2.	<u>100% of small project requests addressed. (over \$5,000)</u>
	<ul style="list-style-type: none">• 42% of all small projects that were not postponed due to extenuating circumstances were resolved.
	<ul style="list-style-type: none">• The remaining small projects are in progress.
	<ul style="list-style-type: none">•
3.	<u>Successfully achieve 90% of contracted performance cycles .</u>
	<ul style="list-style-type: none">• 99.2% of scheduled contracted janitorial cycles achieved.
	<ul style="list-style-type: none">• 94.4% of scheduled contracted mowing cycles achieved.
	<ul style="list-style-type: none">• Overall average 97.5% cycles achieved.
4.	<u>Execute 100% Energy Initiatives in the CIP.</u>
	<ul style="list-style-type: none">• 7 energy efficiency improvements from general category have been completed.
	<ul style="list-style-type: none">• 5 additional improvements have begun.
	<ul style="list-style-type: none">•
5	<u>90% of new budgeted projects initiated.</u>
	<ul style="list-style-type: none">• Asset Management system data upload complete; validation and report development underway leading to identification of needed projects.
	<ul style="list-style-type: none">• 60% of 31 new FY15 projects initiated; 4 deferred due to extenuating circumstances.
	<ul style="list-style-type: none">•

GOALS

Fire/EMS

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Request to add two additional Rescues to fleet.</u>
	<ul style="list-style-type: none"> • Both new rescues have been purchased, outfitted, staffed and placed in service.
2.	<u>Budget for and purchase one additional Life Pack to have another ALS Engine.</u>
	<ul style="list-style-type: none"> • One additional Life Pack 15 has been purchased and received. • Additional ALS engine contingent upon outcome of station 10 staffing decision.
3.	<u>Replace 24 Life Pack-12's with LP-15's due to change in technology.</u>
	<ul style="list-style-type: none"> • All Life Pack 12's have been replaced with Life Pack 15's. • Training for personnel has been completed on these devices. • Life Pack 15's are in service on all emergency response vehicles.
4.	<u>Provide a conflict and team building program for officers.</u>
	<ul style="list-style-type: none"> • Conflict and Team Building program was completed on February 26, 2014. • Mandatory for all Officers. • Lieutenant, Battalion Chiefs, Deputy Chiefs and Chief were in attendance.
5.	<u>Construct a Fire Training facility with impact fees and design a training program for local agencies to provide an additional revenue source.</u>
	<ul style="list-style-type: none"> • Met with Dave Milligan and Roger Warner on Thursday April 10 to review. Moving forward with additional information.

GOALS

Fiscal Services Division

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Review Capital Improvements Program process and forms.</u>
	<ul style="list-style-type: none"> ● Prepared new budget adjustment form to include CIP amendments which resulted in limiting the number of forms presented to the BCC for review. ● Will continue to review CIP process in FY15; goal is to re-org Division and create a true dedicated CIP group.
2.	<u>Research EDEN capabilities to streamline CIP process and find efficiencies.</u>
	<ul style="list-style-type: none"> ● Researched best practices in new CIP policies in order to streamline the CIP process in Fiscal. Implementation will continue in FY15.
3.	<u>Hold at least two internal training sessions for Fiscal staff.</u>
	<ul style="list-style-type: none"> ● Provided training on project adjustments for all staff that work with grants and project accounting. This training will ensure consistency in documentation for audit purposes as well as oversight to ensure adjustments are prepared correctly. ● Developed and presented four (4) excel power pivot training sessions to the Fiscal data mining team. Knowledge of pivot tables is needed to develop and create reports using data mining. We were able to provide training in house with our own staff vs hiring a trainer from the outside.
4.	<u>Conduct comparable study on Budget Function Books to determine best practice among different counties.</u>
	<ul style="list-style-type: none"> ● Staff reviewed eight (8) county budget books and examined the layout of all the expenses and revenues. ● Staff researched the requirements needed to meet GFOA's standards of a budget function book and it was decided to recreate the function book on the County's public website under the Transparency tab. ● We are looking at creating an efficiency through data mining and replacing the crystal reports currently used to create the budget reports online.

GOALS

Fleet Management

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Expand Fleet services on established preventative maintenance service truck to meet or exceed a goal of 120 vehicles/equipment per month.
	<ul style="list-style-type: none"> • Fleet continues to work with the Departments, Managers, Foreman to provide on site preventative maintenance service for equipment and vehicles as of FY13/14 we are achieving 60-80 P.M.s per month with our service truck. • Improved communication and training will be an ongoing process in order to achieve the 120 per month goal.
2.	Update and implement appropriate preventative maintenance procedures to ensure that County departments comply with regular maintenance of their vehicles.
	<ul style="list-style-type: none"> • Faster software is being utilized as the major scheduling tool for P.M.'s this fiscal year. That coupled with increased use of the Service Truck in the field will help to ensure timely regular maintenance of Vehicles and Equipment. • Fleet Review group has been instrumental in reviewing practices. • Have added F350s and F450s to list of vehicles serviced externally.
3.	Update and review the utilization of county vehicles/equipment with the departments.
	<ul style="list-style-type: none"> • The major equipment/vehicles Downtime to Departments was 7.3% meaning the Fleet Availability was 92.7 % percent. Only 5 Divisions not Departments had downtime dip below 90% into the high 80 % range. • In Faster we have 1,708 pieces of major equipment/vehicles listed. We are on schedule to provide each Department Quarterly their utilization rate of equipment by detail and in summary format. July 2014 .
4.	Continue to explore CNG .
	<ul style="list-style-type: none"> • Fleet continues to explore Compressed Natural Gas along with other alternative fuels for our fleet and equipment, this is an ongoing project. • School District is progressing in negotiations. Earliest availability is 2016.

GOALS

Growth Management

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Finalization of the Land Development Regulations by end of FY 14.
	<ul style="list-style-type: none">● Update - 4-8-2014 - Staff is on track for completion of this goal by the end of this fiscal year.
2.	All application types to be available for online submission by end of FY15.
	<ul style="list-style-type: none">● Staff has contracted with the Land management software provider to implement Electronic Document Review in four areas. This will be completed by the end of FY14. Staff will then deploy this to all other application types where EDR is applicable.
	Obtain a Class Four rating in the Community Rating System to give our citizens a 30% reduction in their Flood Insurance Premiums.
3.	Premiums.
	Staff is preparing for the tri-annual CRS verification in December 2014. This will tell us where we are in terms of working to a
	<ul style="list-style-type: none">● class four. If Charlotte County is successful in obtaining the higher rating, we will be the first in Florida to achieve the rating and one of only four east of the Mississippi.
	<ul style="list-style-type: none">● Staff is also working on updating the Floodplain Ordinance to include some of the pre-requisites needed for the class improvement. This is due to be work shopped in may with anticipated adoption in July.

GOALS

Community Services - Historical Center

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Archives: improve care, utilize best practices, train collections volunteers and digitize for improved public access through History Collections Online.
	<ul style="list-style-type: none"> • Over 22,000 items placed in archive. • New collections donated monthly.
2.	Exhibits & events: increase awareness of accurate local history using Historical Center's museum, public parks, libraries and venues of collaborating groups.
	<ul style="list-style-type: none"> • Exhibits placed countywide. • 8 topic hurricane prevention begins in April.
3.	County Survey: identify & protect local historical & archaeological sites with updated research & records. Provide historical review services County-wide.
	<ul style="list-style-type: none"> • 12 reviews completed in 2014.
4.	Programs: train docents for living histories, with focus on themes featured in exhibits; inform and engage all ages in local history; support Charlotte History Fair; reinstate county marker program, i.e. Civil War skirmish near El Jobean.
	<ul style="list-style-type: none"> • Cookie House marker event scheduled. • 2 more markers identified for 2014/2015 budget.

GOALS

Human Resources

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Active employee files will be scanned (appx 1000).</u>
	<ul style="list-style-type: none"> • We have completed employee files from A - SI and all other file cabinets within the department have been scanned. • We have shredded 195,000 sheets of paper to date. • We are now working with the IT department to create auto-fill forms that can be used for work-flow processes in the future.
2.	<u>Comprehensive competency-based job description redesign.</u>
	<ul style="list-style-type: none"> • We are completing a comprehensive compensation study with Evergreen. • We have decided not to change our job descriptions unless Evergreen recommends otherwise.
3.	<u>Develop and implement an on-line on-boarding process for new hires.</u>
	<ul style="list-style-type: none"> • We are utilizing Charlotte's Web to familiarize new employees with the resources available. • We have worked on creating a video to showcase the County's culture with cameos of various employees.
4.	<u>Increase partnerships with local colleges/universities, recruiting interns and interest in public sector employment.</u>
	<ul style="list-style-type: none"> • We have partnered with the Charlotte Technical Center to provide Water and Wastewater Operator Training Courses and are working on an Electrical Course that would prepare potential applicants for our Lighting District as technicians. • We are also starting to reach out to local colleges to continue increasing our applicant pools in hard-to-recruit jobs.
5.	<u>Analyze both union contracts and prepare for next contract negotiations.</u>
	<ul style="list-style-type: none"> • We will be prepared to discuss an issues list for both contracts during the month of May in preparation for 2015 negotiations with IAFF and 2016 negotiations with IUPAT.
6.	<u>Analyze historical training plans and anticipate future changes in organizational development.</u>
	<ul style="list-style-type: none"> • We have analyzed all courses for the last 3 years and determined the most popular offerings based on participation. • A training survey was sent to all employees for input into course offerings and a separate survey was sent to Directors for their input on training needs. • Our future training projects include: customer service, managerial program, stay interviews, QR codes, etc.

GOALS

Human Services

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<p><u>Continue to pursue available funding sources to facilitate providing core services.</u></p> <p>Human Services Dept. continues to pursue grant funds and other non Ad Valorem sources of funds for Senior Services; Family Services; Housing; Veteran Services; and 211. SHIP funds are being monitored and a new Local Housing Assistance Plan is being developed in 2014 to address current housing needs and available resources. A new grant for homeless families (Emergency Solutions & Rapid Recovery) has been awarded to Family Services to help families with children transition into temporary housing while pursuing self-sufficiency goals. Senior Services continue to apply for annual grants through the Community Care for the Elderly, Home Care for the Elderly, Alzheimer's Disease Initiative being developed by AHAC to address local housing issues with available funding sources. Family Services has just been awarded a grant from DCF to assist homeless/near homeless families with children into transition housing with long-term plans for self-sufficiency.</p> <ul style="list-style-type: none"> • Senior Services continue to apply for annual state and federal grant funded programs to assist frail seniors remain in their homes. Working with AAA on releasing funds earlier. • Veteran Services continue to receive community donations for the annual Homeless Veterans Standdown. • 211 has received grant funds from Flairs to provide into on Diabetes and is expected to receive grant funds to promote summer feeding programs available.
2.	<p><u>Partner with community agencies to implement strategic plans to meet priority needs.</u></p> <p>Human Services Department continues to partner with the United Way and other community agencies in prioritizing services to address the needs identified in the 2013 Community Needs Assessment. The Department participates in the CHIP initiative;</p> <ul style="list-style-type: none"> • Homeless Coalition - 10 year Planning; Food Connection Initiative; Developmental Asset planning via CSC; Communities for a Life-Time; and Adult and Juvenile Justice Council, among others.
3.	<p><u>Monitor & implement programs pursuant to Healthcare & Medicaid changes.</u></p> <p>Medicaid Waiver for senior programs was transferred to HMO's in September 2013. Medicaid funded transportation services</p> <ul style="list-style-type: none"> • will transfer to HMO's in June 2014. The Department continues to follow changes in the HCRA billing (State Mandate) with the recent change to DGR codes. Staff are members of state review committee with FAC.

GOALS

Information Technology

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Complete external website migration.</u>
	<ul style="list-style-type: none"> • Main landing pages, CRA's, most boards and Comm's, Admin & Commissioners pages, Human Services, finishing Community Development .
	<ul style="list-style-type: none"> • If we continue with the current method, we will complete all pages mid to late 2016.
	<ul style="list-style-type: none"> • If we utilize department staff to assist in data migration, we can complete project late 2015.
	<ul style="list-style-type: none"> • If we outsource work, we can complete early 2015.
2.	<u>Complete Intranet site - "Charlottesweb" phase 2 (migration only).</u>
	<ul style="list-style-type: none"> • This project is indefinitely on hold due to lack of resources.
	<ul style="list-style-type: none"> • Have added a comprehensive list of all IT projects.
	<ul style="list-style-type: none"> • Have added a comprehensive list of all software along with pertinent information and upgrade timeframes.
3.	<u>Complete Purchasing Process automation in SharePoint.</u>
	<ul style="list-style-type: none"> • This project is in a staged deployment - Purchasing, IT, Tourism, Real Estate Services, CCU and Public Works are currently using the system. Expect full deployment in 6 to 8 weeks.

GOALS

Community Services - Libraries

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<p>Collections: Meet the public's demand for new titles and formats and introduce an E-Book solution by end of 2013. Reorganize space in libraries to meet our future needs. In 14/15 complete Long Range planning and work on solutions for space issues for both Punta Gorda and Port Charlotte.</p> <ul style="list-style-type: none"> • E-book solutions in place - 3M Cloud. • "Hoopla" streaming movies and books now operating. • Questionnaire completed for Long Range Plan.
2.	<p>Programs: Provide system-wide and library based programs for youth & adults on themes that support the mission of the libraries, introduce programs designed to attract new library users and utilize community partners. New and innovative Youth and Teen programming will be the focus for 13/14 and 14/15. Add a full program schedule for the newly renovated Englewood Library.</p> <ul style="list-style-type: none"> • Englewood Library has a full program schedule. • Summer reading for teens and youth has community sponsoring. • New youth programs that are literary based have begun.
3.	<p>Access: The focus for all these years is to provide solutions for access to library materials in every way possible including all types of networking. To add more spaces for Wi-Fi users and to meet new E-gov demands as they arise.</p> <ul style="list-style-type: none"> • New furniture has been purchased to facilitate e-use. • New classes are being offered for e-skills. • Electronic signage in each library is being utilized to inform public of our services.

GOALS

Mosquito

FY13/14 AND FY14/15 GOALS AND PROGRESS:

- | |
|---|
| 1. <u>Test one new pesticide.</u> <ul style="list-style-type: none">• Used Metalarv S-PT, product is growth hormone designed to prevent larvae from hatching into adults. Larvae were treated in their 4th. Instar progressed to the pupa stage and died. Product was successful. |
| 2. <u>One new efficiency in operations.</u> <ul style="list-style-type: none">• We are presently in the process of installing wireless down load software to transmit and record spray missions from our fog trucks directly to our database. Currently we have to remove processor cards and down load the information. This will save time and will no longer need to purchase cards. |

GOALS

MPO

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Develop plans and programs reflecting the transportation priorities in the urbanized area.</u>
	<ul style="list-style-type: none"> • Coordinate with City of Punta Gorda and Charlotte County to determine Capital Improvements. • Endorsed FDOT Draft Tentative Work Program. • Began development of annual Transportation Improvement Program (TIP). Perform tasks that promote planning factors for Moving Ahead for Progress in the 21st Century (MAP-21) the Federal-Aid Highway program.
2.	<u>Highway program.</u>
	<ul style="list-style-type: none"> • Address all MPO projects and programs as required in the Transportation Planning Factors of the Federal Transportation Act. • Ensure the safety, security, accessibility and preservation of the existing transportation system in Charlotte County.
3.	<u>Continue implementation of the 2035 Long Range Transportation Plan (LRTP).</u>
	<ul style="list-style-type: none"> • Utilize 2035 Transportation Planning Model for traffic analysis. • Routinely evaluate and update the Long Range Transportation Plan as needed. • Prepare to conduct the 2040 Long Range Transportation Plan Update.
4.	<u>Continue coordination in implementing and improving the Charlotte County Transit Development Plan (TDP).</u>
	<ul style="list-style-type: none"> • Assist Charlotte County with the FY 2015 - 2024 Transit Development Plan. • Coordinate with Lee Tran and Sarasota County Area Transit for possible future regional transit routes. • Conducted Transit Latent Demand Study for possible fixed route transit between Charlotte and Sarasota Counties. Continue coordination with the City of Punta Gorda, Charlotte County, and the Charlotte County Airport Authority in developing transportation project priorities for inclusion in the Transportation Improvement Program.
5	<u>transportation project priorities for inclusion in the Transportation Improvement Program.</u>
	<ul style="list-style-type: none"> • Draft Project Priorities approved by MPO Board and submitted to FDOT. • Draft FDOT Tentative Work Program endorsed by MPO Board. • FY 2014/2015 Transportation Improvement Program (TIP) to be presented to MPO Board for approval .
6	<u>Begin development of the 2040 LRTP Update.</u>
	<ul style="list-style-type: none"> • Selected Consultant to conduct 2040 Long Range Transportation Plan (LRTP) Update. • Develop Scope of Work for 2040 LRTP Update. • Incorporate Federal requirements and revenue projections into LRTP.

GOALS

Community Services - Natural Resources

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Complete permitting of County wide Scrub-jay Habitat Conservation Plan.</u>
	• Continue to work with the United States Fish and Wildlife Service as the Habitat Conservation Plan proceeds through the permitting process.
2.	<u>Continue development and implementation of a draft Manatee Protection Plan.</u>
	• Continue to work with the United states Fish and Wildlife Service, and the Florida Fish and Wildlife Conservation Commission as the Habitat Conservation Plan proceeds through the permitting process.
3.	<u>Administer the Abandoned Vessel Program.</u>
	• Staff will continue to administer the program to remove potential navigation obstacles and possible environmental issues related to abandoned vessels.
	Continue to provide listed species assessments and permitting assistance for outreach on the importance of species conservation.
4.	<u>Natural Resources staff continues to provide listed species assessments for upland and coastal species for internal and external customers.</u>

GOALS

Community Services - Parks and Recreation

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Increase partnerships with private and non-profit organizations to provide programs and events for the public.
	<ul style="list-style-type: none"> • Community Services has established a total of over 360 partnerships with private and non-profit organizations that make provisions for the programs and events offered to the public at our facilities. • The total number of established partnerships in FY 13/14 has increased approximately 10%. • The targeted number of established partnerships in FY 14/15 is over 400.
2.	Create program and event team in support of large special events and programs.
	<ul style="list-style-type: none"> • The support of large special events and programs is currently addressed with existing staff members throughout Community Services. • The target date for additional positions and equipment/supplies needed to achieve this goal is Spring 2015.
3.	Complete a new Parks and Recreation Master Plan for integration into the Smart Charlotte 2050 Plan.
	<ul style="list-style-type: none"> • A total of three (3) public meetings to gain suggestions and input regarding the needs of community were held on April 14 and 15, 2014. • A consultant will be hired by Charlotte County Community Services to compile the data from the needs assessment to create the Parks and Recreation Master Plan. • The target date for completion (and adoption) of the Parks and Recreation Master Plan will be Spring 2015.
4.	Initiate CAPRA accreditation process.
	<ul style="list-style-type: none"> • The initial self-assessment to determine the appropriate steps for the accreditation process has been completed by the Community Services Director and the Recreation Division Manager. • Community Services met with the CAPRA representative from Broward County to gain insight and additional knowledge on the process in order to determine the proper course of action. • The target date to initiate the CAPRA accreditation process has revised to 2016.

GOALS

Public Works

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Ensure essential maintenance is performed on time and at a reasonable cost.
	<ul style="list-style-type: none"> • Safety & health concerns are addressed immediately. • Cost of maintenance is monitored with our EAMS maintenance management system.
2.	Implement recycling container program.
	<ul style="list-style-type: none"> • Program complete.
3.	Develop plans for revamped Public Works compound in Punta Gorda.
	<ul style="list-style-type: none"> • Funding was not approved.
4.	Facilitate Gateway Landscaping standards.
	<ul style="list-style-type: none"> • In Process • The King's Highway/I-75 gateway design is at approximately 60% plans stage, albeit with some recently learned FDOT sticking points. The CIP calls for the project to be constructed by the end of this FY.
5.	Initiate CIP plan to bring sidewalk network into compliance w/ ADA standards.
	<ul style="list-style-type: none"> • Road & Bridge CIP was initiated in 2014 budget year. • GPC CIP will be initiated in 2015 budget year.

GOALS

Purchasing

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Continue an on-going focus group program for our internal customers to promote a better understanding of purchasing policies and procedures. Also, these meetings are to provide effective and efficient communication on procurement issues and advances.
2.	<ul style="list-style-type: none"> • Focus group meetings continue to be held with department representatives invited to attend.
3.	<ul style="list-style-type: none"> • Preliminary review of the manual has taken place with no significant changes at this time required.
4.	<ul style="list-style-type: none"> • Conversion of processes to SharePoint (fiscal year 2012). • Tourism, Information Technology, CCU and Public Works have began the process of invoice approval via SharePoint. • Facilities will be the next department brought on either the week of April 14th or 21st. • Work has begun on "Purple Rod" process.
	<ul style="list-style-type: none"> • Average Conversion Times and Cost Avoidance is tracked for all Request for Quotes, Request for Bids, Request for Proposals, and "Piggyback" Bids/Quotes. • Each contract is tracked through Eden Contract Management. This information is used for various reports (benchmarking, AEP award, employee evaluations).

GOALS

Radio Communications

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1. Complete the Tower sites alarm monitoring system.
• Tower site alarm system installation is 70% complete.
• Grove City, Stadium, Edgewater, Gun Range Tower and PSB sites have been completed.
• Not completed: Sun Tower, Landfill site (not yet constructed); Babcock was not completed due to lack of network connection.
• This will be fixed with implementation of Phase 4-Microwave project.
2. Complete Phase 3 of the county's radio system upgrade (relocate Grove City tower infrastructure to Sunshine tower.)
• Phase 3 of county's radio system upgrade (relocate Grove City tower infrastructure to Sunshine tower) is 80% complete.
• Sun Tower Project is waiting on permitting from County for antennae system.
• Infrastructure is there, fiber installed, ready for antennas.

GOALS

Real Estate Services

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Effective Land Acquisition Program for County Capital Projects.</u>
	<ul style="list-style-type: none"> • Acquisition programs on-going and on target. Burnt Store Road Phase 3 Phase 3 land acquisition completed ahead of schedule resulting in \$4.5 million dollars in grant funds from FDOT.
	<ul style="list-style-type: none"> • Edgewater Phase 2 completed on time. Gasparilla, Midway, Placida projects on-going and on track.
	<ul style="list-style-type: none"> • Piper Road North Land Exchange completed resulting in 40% right of way acquired - cost savings approx. \$1.0 million.
2.	<u>Assist in the regular review of County Capital Projects.</u>
	<ul style="list-style-type: none"> • Monitoring budgeted funds for right of way portion and to identify surplus funds on-going.
	<ul style="list-style-type: none"> • Providing advice to Public Works staff for future projects is on-going.
	<ul style="list-style-type: none"> • On-going - attend quarterly CIP meetings and provide advice as required.
3.	<u>Effective management of the Occupation and/or Release of Easement program.</u>
	<ul style="list-style-type: none"> • Customer service surveys indicate a continued level of excellence in delivering this service.
	<ul style="list-style-type: none"> • Quality of work is consistently high with no documented complaints to BCC or Administration on the delivery of service.
	<ul style="list-style-type: none"> • Continued effective service with noted increase in applications because of increased building activity in the County.
4.	<u>With Administration and BCC approval, continue the disposal of surplus property.</u>
	<ul style="list-style-type: none"> • Program has been highly successful with disposal proceeds just under \$3,000,000.
	<ul style="list-style-type: none"> • Program is on-going on a bi-annual basis with Real Estate Services partnering with Purchasing.
5.	<u>Maintain the County's Real Property and Building Inventory.</u>
	<ul style="list-style-type: none"> • Both Real Property and Building Inventory reports were published and distributed on schedule.
	<ul style="list-style-type: none"> • Allows for continued and effective knowledge of real estate and building assets owned by the County.
	<ul style="list-style-type: none"> • Positive feed back from users of this data base; information greatly assisted the impact fee study currently underway.

GOALS

Risk Management

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1. Continue to reduce the costs and liabilities to the County through best practices Enterprise Risk Management and Assessment.
 - Settled several old workers' compensation claims removing the liability from the County's reserves.
 - Reassessed and updated flood insurance policies resulting in a premium savings of over \$50,000.
 - More involved with department's decision making which has helped limit potential exposures.
2. Integration of wellness and prevention into the organization's culture.
 - Currently in interview process for a wellness coordinator.
 - Increased wellness opportunities and information dissemination to employees and constitutionals.
 - Sheriff's Office began using Employee Health Center in Oct 2013.
3. Increased risk control activities.
 - Increased facility and workplace inspections.
 - Thorough reviewing departmental job hazard analyses.
4. More effective communication.
 - Increased email and mail communications to employees regarding benefits, wellness and events.
 - Increased content on Charlotte's Web for employees to access.
 - More quickly respond to inquiries made to Risk Management.

GOALS

Solid Waste

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<u>Obtain 20 year operational permit for Zemel Road Landfill.</u>
	• <u>May 2013 Documents / Application prepared and Submitted to Florida Department of Environmental Protection.</u>
	• <u>July 2013 site inspection conducted by State and local District Reps with Florida Department of Environmental Protection.</u>
	• <u>July 2013 received approval - New Operational Permit expires July 7, 2033.</u>
2.	<u>Successfully expand the landfill gas collection system at Zemel Road Landfill.</u>
	• <u>With approval by the County, Green Gas LLC expanded the Landfill gas collection system.</u>
	• <u>Five vertical and four horizontal gas wells installed by SCS Engineers and funded by Green Gas LLC.</u>
	• <u>Total Landfill gas collection wells increased from 28 wells to 42 wells.</u>
3.	<u>Roll out the automated recycling cart program.</u>
	• <u>Media and marketing campaign - October 2014 thru December 2014.</u>
	• <u>Initial two weeks supply of charts staged for distribution.</u>
	• <u>November 2013 residential recycling carts delivery started, completed December 2013 - Approx. 84,000 carts delivered.</u>
4.	<u>Open the Regional Bio-Solid Composting facility.</u>
	• <u>Started construction September 2013.</u>
	• <u>Began operations in January 2014.</u>
	• <u>Officially opened in February 2014.</u>
5.	<u>Implement residential curbside Ewaste collection program.</u>
	• <u>Media and marketing campaign to residents - started February 2013.</u>
	• <u>Residential curbside Ewaste collection started April 2013.</u>

GOALS

Tourism Development

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	<p><u>Increase Canadian visitation by 10% - Benchmark 2014 room nights.</u></p> <p>On target. This year we added "Canada Calling" to our advertising program. Canada Calling has been in existence for more than 50 years. It is a daily radio newscast aired during the winter months and syndicated to a network of radio stations in the Sunbelt. The target audience is the more than three million Canadians who vacation in Florida each year. Prior Smith, the host of Canada Calling, highlights Charlotte Harbor events and festivals during each show from December through March. The show reaches Canadians staying in other Florida markets and introduces them to our product.</p>
2.	<p><u>Generate at least 500 room nights from the Brazilian market in 2014 and 1,000 in 2015.</u></p> <p>We will not know the status of this market's growth until the completion of our research in 2014. Our quarterly research report will include a segment on international visitation. An app we are developing, in cooperation with other SW Florida VCB's will help us reach this goal. The app provides information on shopping, attractions, lodging and dining from Naples to Sarasota. The app will be available in Portuguese by August and in German early next year.</p>
3.	<p><u>Increase May through October occupancy by at least 2% in 2014 and 2015.</u></p> <p>On target. Although we do not yet have numbers for May – October, 2014, the Smith Travel Research report for our hotel sector shows occupancy up 11% year to date, from March 2013 to March 2014</p>
4.	<p><u>Increase VCB generated meeting bookings by 15%.</u></p> <p>On target. The VCB has instituted an Adopt a Meeting Planner program targeting our top 20 meeting prospect. Each prospect will receive a box from a local, supportive, business once every two month in 2014. The boxes will contain a gift and will introduce the meeting planner to various aspects of our community, e.g.: Fishermen's Village, the Event Center, Palm Island, etc.</p>
5.	<p><u>Reach an earned media value of > \$1 million.</u></p> <p>On target. We have increased our focus on familiarization tours (FAMS) for journalists. FAMS this year have resulted in articles being placed in many major print and online media newspapers including www.VancouveSun.com, www.Montrealgazette.com, www.Canada.com the Buffalo News, Chicago Tribune, Sacramento Bee, New Observer (Raleigh, N.C.) and many others.</p>
6.	<p><u>Have at least 10 partners in the Film Incentive program.</u></p> <p>• Not yet achieved. Our Film and Digital Media director is half-time. Most of his time to-date has been spent facilitation the production of Buying Beachfront and shooting the short videos which will be placed on our website and our YouTube channel.</p>
7.	<p><u>Generated at least 20 thirty-second to two minute videos of local tourism product/activities.</u></p> <p>This is on target. The first two videos are nearly complete. They are: Peace River Wildlife Center (95% complete) and Punta Gorda Farmer's Market (75% complete). A list of target videos has been developed. We will be producing one every two months through 2015. There will be some additional videos produced which won't require much in the way of additional shoots as we have sufficient b-roll to create the pieces without them.</p>
8.	<p><u>Generate at least \$200,000 in film production economic impact.</u></p> <p>Jerry Jones, our Film, Television and digital media director has facilitating the production of the "Buying Beachfront" pilot. He also assisted with the production of Beachfront Bargain Hunt. That show, which focused on the Manasota Key area has been seen on HGTV by more than 25 million people. This has a substantial equivalent ad value.</p>

GOALS

Transit

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Continue to provide weekly service for Dial-A-Ride & Transportation Disadvantaged (Sunshine Ride) based on need and funding availability.
	<ul style="list-style-type: none"> • Charlotte County Transit provided 151,348 trips last Fiscal year and is on track to provide 2-3% more this year. Improvements within on time service delivery has been made this fiscal year. Continued training and upgrading of our software has already shown a reduction in costs while improving service delivery. During FY 14/15 we will be able to report the actual cost reductions.
2.	Implement any changes to operations based on Medicaid Managed Care changes.
	<ul style="list-style-type: none"> • The New State Medicaid Managed Care Program goes into effect June 1, 2014 which will effected our Fiscal performance. The changes, new requirements, and lack of funding will force Charlotte County and numerous other counties across the state out of the Non-Emergency Medicaid Transit program.
3.	Develop criteria and implement a non profit agency waiting list for the use of Transit vehicles.
	<ul style="list-style-type: none"> • This ongoing Program with Non-Profits entering and exiting the program this year. The Program has gone from a high of 6 to a low of 2 participant's during FY13/14 we are now back up to 3 non profits with 5 vans available for future agency use. • We current furnish the Veterans Council, New Haven, and Cooper Street non Profits with Vehicles.
4.	Participate in 10 Year Transit Development Plan process & approved strategies.
	<ul style="list-style-type: none"> • We have actively participated in the TDP 'Charlotte Rides' this May 2014 it will be presented to the MPO Board and BCC in June 2014.

GOALS

Utilities

FY13/14 AND FY14/15 GOALS AND PROGRESS:

1.	Installation of utility pipelines on US 41 - Collingswood to county line.
	<ul style="list-style-type: none"> • Project is on schedule with construction drawings and specifications complete.
	<ul style="list-style-type: none"> • FDOT is scheduled to request bids in June 2014 with bid award anticipated in late July 2014 or early August 2014.
	<ul style="list-style-type: none"> • The two year construction project will likely begin in September 2014.
2.	Substantial rehabilitation of East Port WRF completed.
	<ul style="list-style-type: none"> • Rehabilitation of the East Port WRF is approximately 50% complete and is on schedule
	<ul style="list-style-type: none"> • The project is scheduled for completion in December 2014.
3.	Implement Web Services including E-Bill.
	<ul style="list-style-type: none"> • Development of software is almost complete
	<ul style="list-style-type: none"> • Testing phase has been completed
	<ul style="list-style-type: none"> • Target completion in 2015.
4.	Migrate Customer Service software to newest edition.
	<ul style="list-style-type: none"> • Contract was signed by BCC Chairman; Teams have been assigned; the clean up of Banner software data to facilitate migration has begun.
	<ul style="list-style-type: none"> • Kickoff scheduled for April 30
	<ul style="list-style-type: none"> • Technical and Functional Training is scheduled for the month of May.