



# Monthly Report

## May 2024

## County urges residents to prepare for hurricanes

As the summer months approach, so too does the 2024 Atlantic hurricane season. While our community continues to recover from the devastating impacts of Hurricane Ian, we face what forecasters are predicting may be a record-breaking year for tropical storm and hurricane activity due to developing La Nina conditions and warm water temperatures. The proactive measures you take now to prepare for hurricane season influence your survival and recovery should we be unfortunate enough to be impacted once again this year.

The culture of preparedness is growing in Charlotte County, but more can always be done. We urge residents to begin making their preparations now ahead of hurricane season so our resilient community can continue to thrive in the face of potential adversity.

The impacts of tropical weather are well known. From the devastating and life-threatening effects of storm surge, to flood-inducing rainfall, to the



is that through preparedness and action they are survivable.

The first step in your preparedness journey should be understanding your risk by knowing your zone and knowing your home. You can find your hurricane evacuation zone by visiting [www.CharlotteCountyFL.gov/knowyourzone](http://www.CharlotteCountyFL.gov/knowyourzone) and typing in your address. If your evacuation zone is being

relentless and damaging winds, the scope and magnitude of tropical storms and hurricanes represent forces of nature with few parallels in the nature world. The good news

directed to evacuate, it is because of the potential of life-threatening storm surge. If you are not in an area being evacuated, it is important to know your home's ability to withstand winds and heavy rain.

Second, you should develop a disaster plan and ensure all members of the household know the plan and their role. These plans should address the steps to prepare your home in advance of storms. Where will you evacuate if directed to do so. Remember, shelters are a last resort, you are much better off evacuating to the home of a friend or family member home outside of the evacuated area.

Next, you should begin assembling a disaster supply kit. These kits should include all those things you and your household need to survive for five to seven days. A detailed checklist of supplies, consideration and tips can be found in the Charlotte County Disaster Guide at [www.CharlotteCounty-FL.gov/disasterguide](http://www.CharlotteCounty-FL.gov/disasterguide) and printed copies are available at our local libraries.

## County earns Golden Post Award for Nextdoor presence

The Charlotte County Public Information Office earned a Golden Post Award for "Best Nextdoor Presence" at the 2024 Government Social Media Conference in April 2024. The PIO was a finalist for "Best Use of Social Media in an Emergency." Social Media Manager Ashley Turner

attended the event in Palm Spring, Calif.

The award marks the second year in a row PIO has received an award from the organization for its use of Nextdoor in community outreach. In 2023, PIO received the Nextdoor

Neighborly Award for its use of the social media platform before, during and after Hurricane Ian impacted the county in September 2022.

The county reaches more than 70,000 residents via its public agency Nextdoor account.



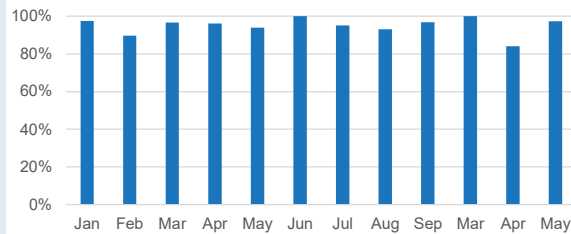
2024 Golden Post awards

## Information Technology

Service Tickets by Month

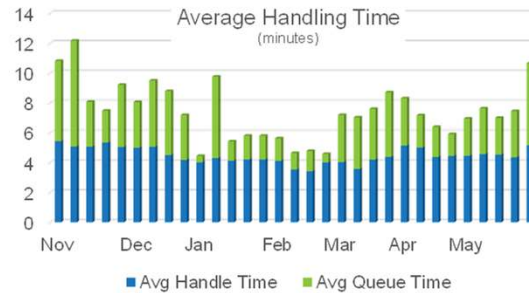


Customer Satisfaction  
% Positive

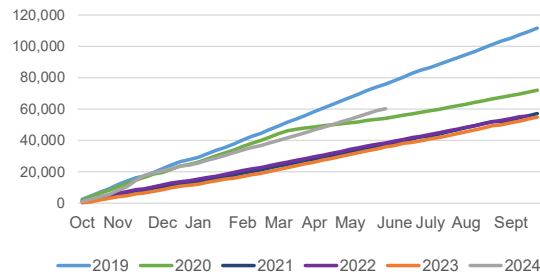


## Transit

Transit Calls  
Average Handling Time  
(minutes)



Annual Cumulative Ridership



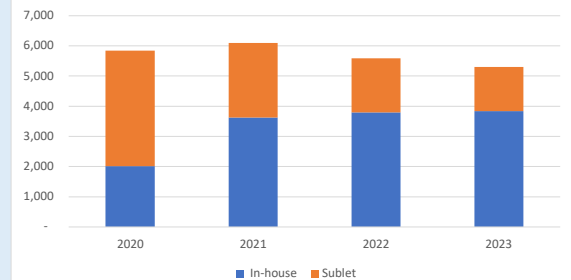
## Director Highlights

### Fleet Maintenance

The chart below tells the story of a change in approach to fleet repairs. We have an extensive county fleet of 1250+ vehicles and pieces of equipment. Our practice was to focus on heavy equipment and sublet out the maintenance on light trucks and vehicles. Since Covid many of our sublet vendors were unable to complete timely repairs due to supply chain issues. Then Hurricane Ian temporarily closed many of them. We added an additional position and our Fleet Manager, Lorrie Gutierrez made a number of operation changes to bring maintenance back in house. This change has saved money, sped up repair times, given us better control over the condition of the fleet and allows our technicians to do more comprehensive inspections. Huge Kudos to our fleet staff for accommodating this change and increasing their volume by 90%.

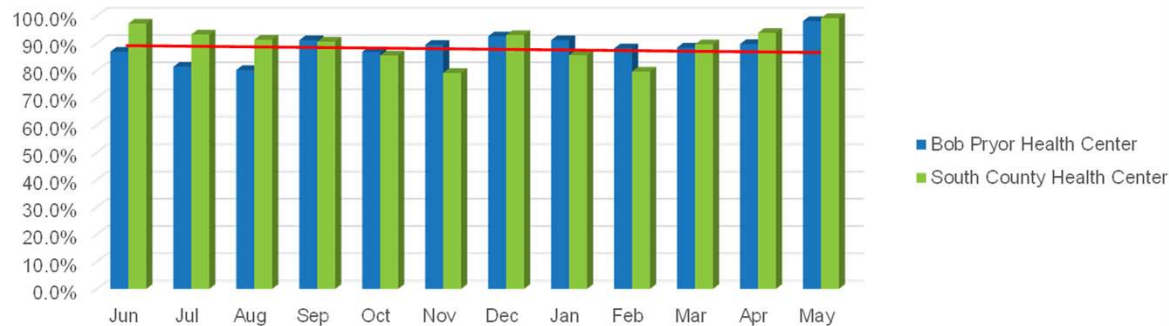
### April 2024

Number of maintenance events



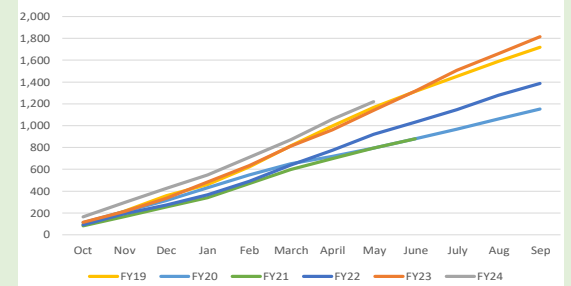
## Health Center

Employee Health Center  
Monthly Appointment Utilization Summary



## Records Management

Record Requests



## PERMITTING

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

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

**Charlotte Technical College Aviation Tech Facility at Punta Gorda Airport**  
27500 Challenger Blvd., Punta Gorda  
8,120 sq. ft. classroom and 10,150 sq. ft. hangar, for a total of 18,270 sq. ft.

**Englewood Boys and Girls Club**  
11112 Willmington Blvd., Englewood  
16,155 sq. ft. recreational community center for children

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

## UNDER CONSTRUCTION



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



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



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



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



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

## COMPLETED



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

# PERMIT STATS

## PROJECT SPOTLIGHT

### Babcock Update

COs issued since Aug. 2016: 2,765  
Single family permits issued (May 2024): 98

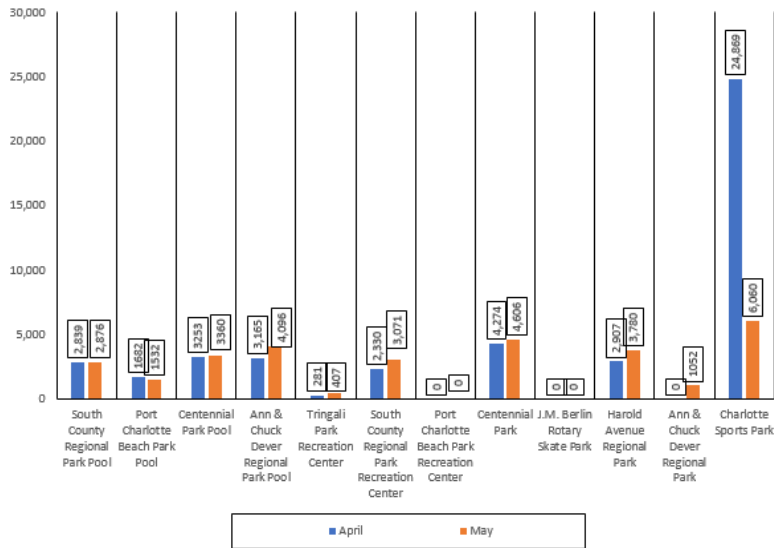
### West Port Update

COs issued since April 2021: 619  
Single family permits issued (May 2024): 46

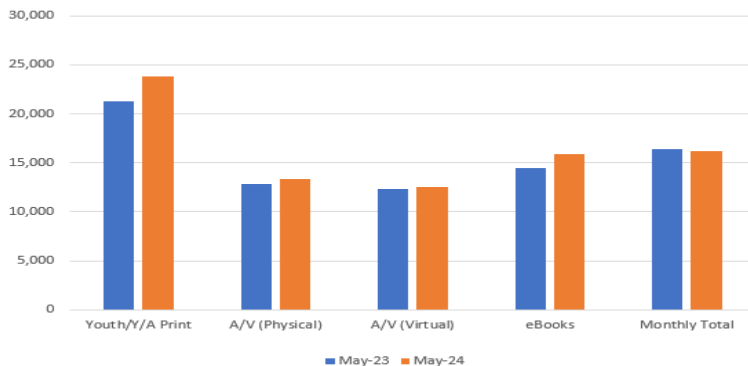
|                                    |        |
|------------------------------------|--------|
| Total single family permits issued | 394    |
| Total single family COs issued     | 379    |
| Total permits taken                | 3,996  |
| Total permits issued (May 2024)    | 3,966  |
| Total permits issued (FY22-23)     | 81,910 |
| Total permits issued (FY23-24)     | 32,120 |

# Community Services

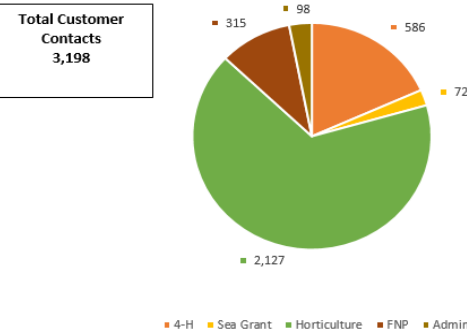
**Recreation Centers and Aquatic Facilities Attendance**



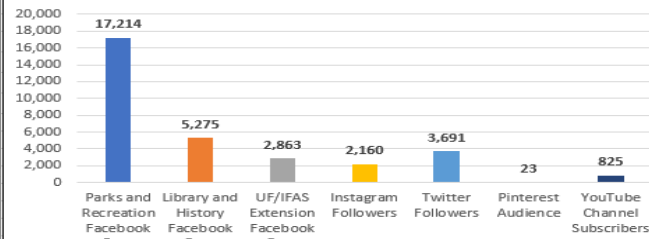
**2023-2024 Library Circulation Comparison**



**UF/IFAS Extension Service Customer Contacts**



**Social Media Impact**



## Parks and Athletic Field Maintenance

- 4,297 trash bags collected
- 453 recycling bags collected
- 459 fields prepped for practices/games

## Land Management

- 38.5 miles maintained
- 53 acres of exotics treated
- 22 acres of habitat managed
- 243 acres of overstory reduction
- Staff conducted an educational outreach event at Ann & Chuck Dever Regional Park for Sam and Charlotte's Super Safari presentations.

## Natural Resources

### **Coastal Lighting**

- 34 permits in review
- 11 permit inspections

### **Sea Turtles**

- 308 nests
- 307 loggerhead
- 1 leatherback

### **Seabird**

- 259 nests
- 76 chicks

## Project Management

- Completed-8
- Not started -8
- In progress-53
- 67 total projects, \$11,184,467

## FLORIDA SOUTHWESTERN ANNOUNCES NEW SUPPLY CHAIN AND LOGISTICS MANAGEMENT PROGRAMS TO MEET SWFL WORKFORCE DEMAND



**Florida SouthWestern State College's (FSW) School of Business and Technology will launch two new programs this fall at the FSW Charlotte Campus in Punta Gorda. [Click here to Apply.](#)**



Amanda Benton pictured with Commissioner Ken Doherty and Economic Development Director Dave Gammon

Congrats to Amanda Benton, Redevelopment Coordinator, for earning her Certified Economic Developer (CEcD) designation from the International Economic Development Council (IEDC)!

The CEcD designation establishes an industry benchmark of excellence and signifies the world's most knowledgeable and dedicated individuals in the field of economic development. It sets the gold standard for professionals who are steadfastly committed to fostering innovation, attracting investment, and driving economic growth and prosperity within their communities and around the world.

## EXCITING GROWTH AROUND THE AIRPORT

During a presentation to the Charlotte County Airport Authority, Dave Gammon, Economic Development Director, provided an overview of new businesses, buildings, and construction underway in the area. Read the full article in [GulfShore Business here.](#)

In another presentation to Charlotte County Board of Commissioners, Mr. Gammon shared the projected increases in Ad Valorem revenue for activity in the Airport Business Park. Read that full article in [GulfShore Business here.](#)

| Ad Valorem Property Taxes |                |             |                  |
|---------------------------|----------------|-------------|------------------|
| Year                      | Assessed Value | Ad Valorem  | Charlotte County |
| 2021                      | \$ 635,377     | \$ 10,462   | \$ 4,003         |
| 2022                      | \$ 8,529,585   | \$ 136,389  | \$ 52,610        |
| 2023                      | \$ 49,893,126  | \$ 785,414  | \$ 307,940       |
| 2024                      | \$150,000,000  | \$2,300,000 | \$ 935,000       |
| 2025                      | \$185,000,000  | \$2,900,000 | \$1,175,000      |
| 2026                      | \$285,000,000  | \$4,400,000 | \$1,800,000      |



In the photo above, Balentine Builder Services out of Fort Myers outgrew its space and came to Punta Gorda to build a 65,000-square-foot facility for its custom cabinetry business, which will open this year.

May 2024

## Emergency Operations Center Expansion



The continued growth of Charlotte County requires enhanced disaster response through a whole community approach and collaborative problem solving to ensure timely protective actions, a more educated, informed and prepared population and resilient infrastructure. On May 28<sup>th</sup>, the Board approved Harvard Jolly, Inc. as the firm to design the expansion of the Emergency Operations Center.



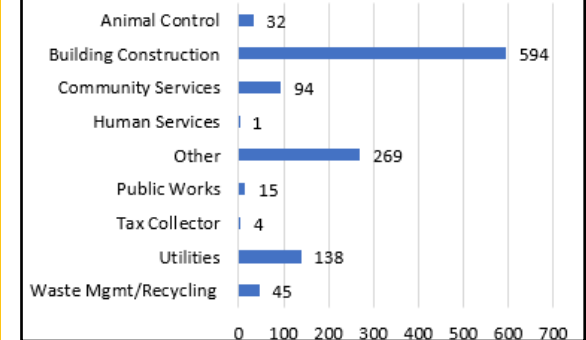
- On May 14<sup>th</sup>, the Board approved the Guaranteed Maximum Price (GMP) for phase 2 of mid county Hurricane Ian recovery projects.
- Sixteen ice tanks were replaced at the Murdock Administration center. Rebates in excess \$175,000 were sought from Florida Power and Light for this energy conservation measure that reduces energy expenses and supports community sustainability.



- The National Fire Protection Agency (NFPA) requires that fire alarm systems, fire sprinkler systems, and backflow systems be inspected for proper operation. Inspections and repairs were performed by the county's annual contractor on 71 fire alarm systems and 47 sprinkler and backflow systems.

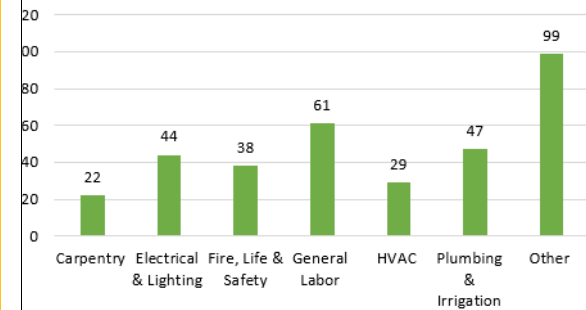


## FY24 Switchboard Calls May 2024 Total Calls - 1192

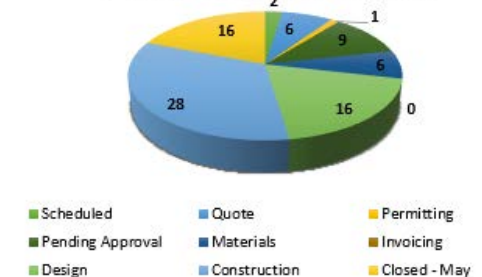


## FY24 Work Orders - May 2024

Total 340 (excluding Jail)



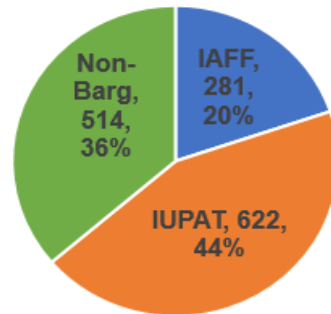
## FY24 Small Projects - May



# Human Resources

## Workforce

Employee Count 1,417  
Avg Age 45  
Avg Hourly Rate \$27.16  
Avg Years of Service 7.9



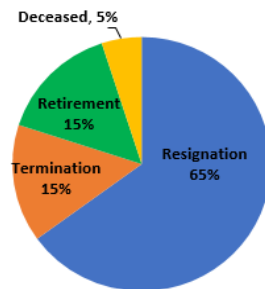
**Retention of New Hires**  
% completing probation May 76%

## Succession Planning

Ee's in FRS DROP the next 8 years 2.9%  
% of Workforce Retired this FY 2.1%

## Separations

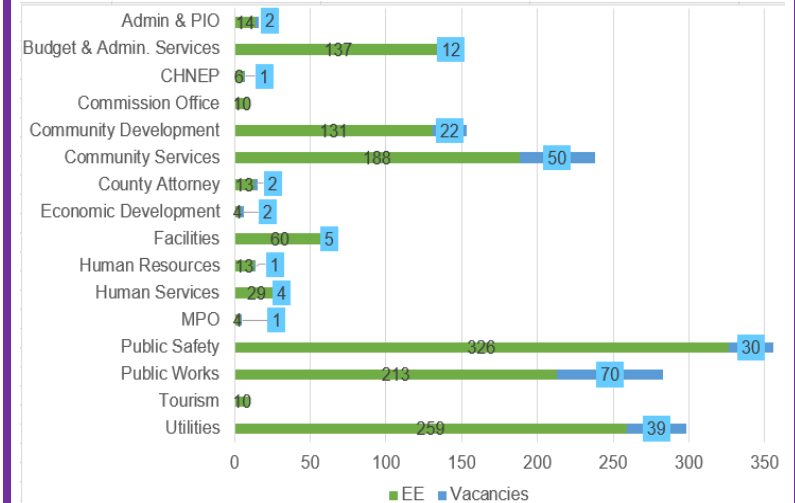
**May**  
Turnover 1.4%  
Separations 20



## Training & Development

Training 108 EE's 24 2,592 contact hrs  
% using Tuition Reimbursement 1%

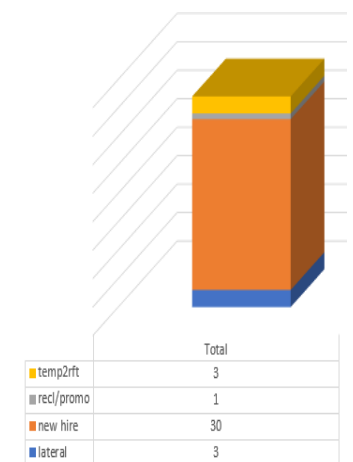
## Employees vs Vacancies



Total Vacancies: 259

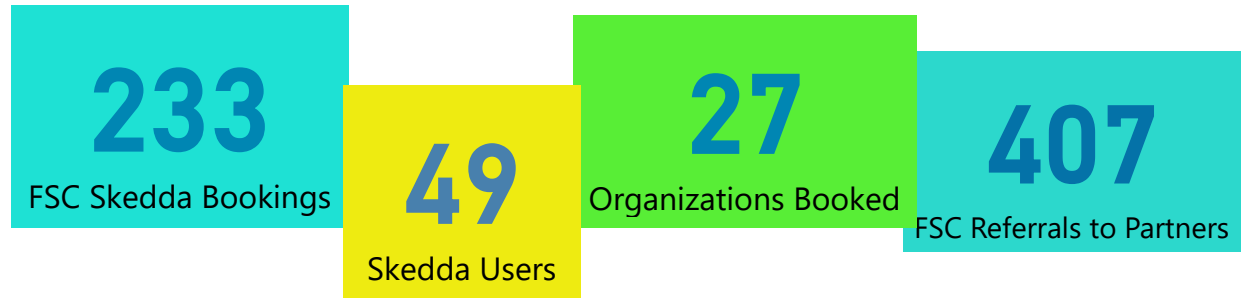
## Recruitment

Applications Taken 943  
Job Posting Hits 23,231  
New Hires 30  
Recruited Pos FT 63  
Posted PT/STARR 17

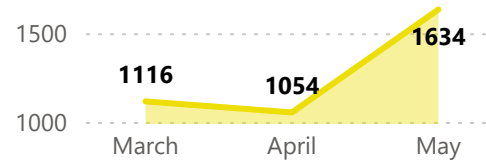
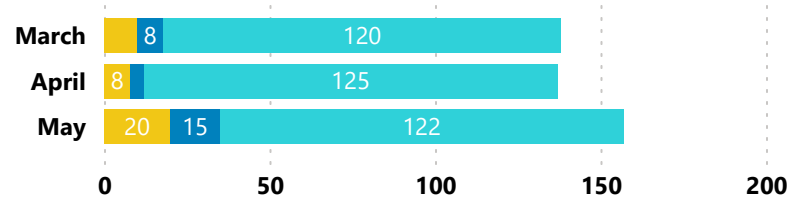
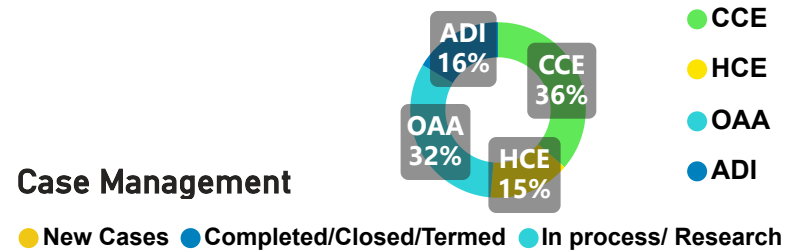




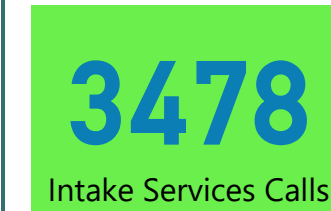
Intake Services and Neighborhood Services Leadership staff attending the 44th annual Florida Association for Community Action training Conference 2024.



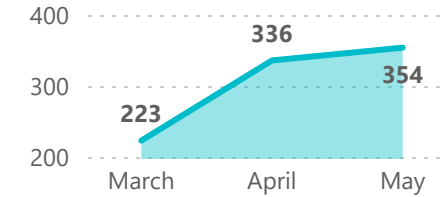
## Aging & Adult Services



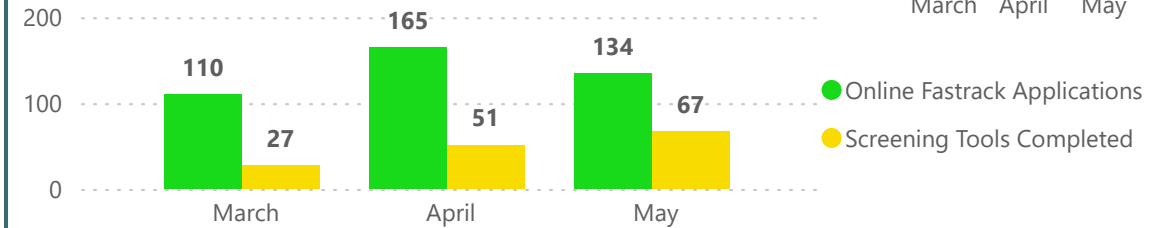
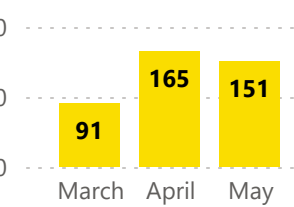
## Intake Services



Total Clients Served

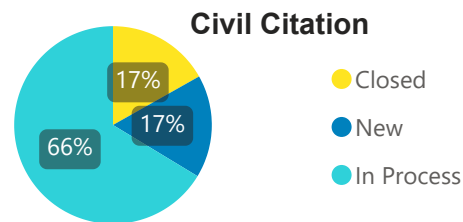
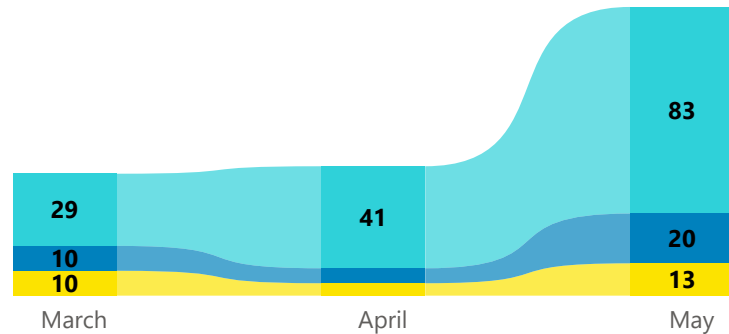


FSC Food Pantry



## Neighborhood Services

Case Management Legend: ● Completed/Closed/Termed ● In process/ Research ● New Cases



## Veteran Services

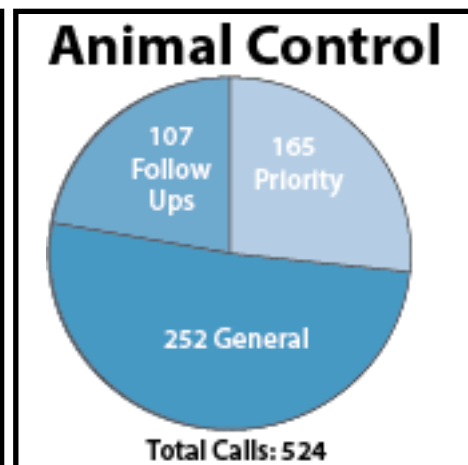
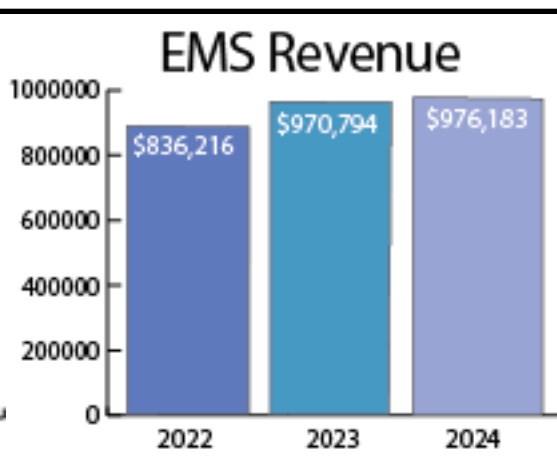
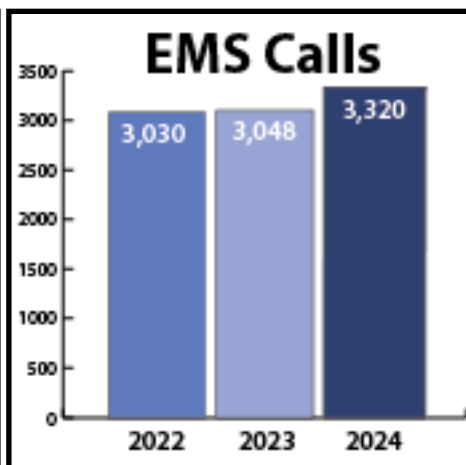
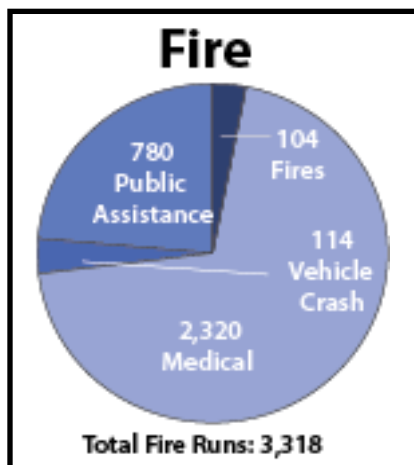
We say goodbye too our Veteran Services Manager Jacey Henderson as she embarks on her new retirement adventures. We thank her for her hard work and dedication to her team and our department! We will miss her!

Data for this division is unavailable at this time.



**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



## Staying Safe with Lithium-Ion Batteries

Lithium-ion batteries are used in many devices we use every day, like phones, laptops, and electric cars. These batteries are popular because they can hold a lot of power and are rechargeable. However, it's important to use them safely. Here are some tips to help keep you and your devices safe.

First, always use the right charger for your device. Chargers that aren't made for your device might charge the battery too quickly, which can cause it to overheat. Overheating can make the battery stop working or even catch fire. So, stick with the charger that came with your device or a replacement from the same brand.

Second, don't let your battery get too hot or too cold. Extreme temperatures can damage the battery. Try not to leave your phone in a hot car or use it outside on a freezing day for too long. If your device feels too hot to touch, give it a rest and let it cool down.

Third, be careful not to drop your device. A hard drop can

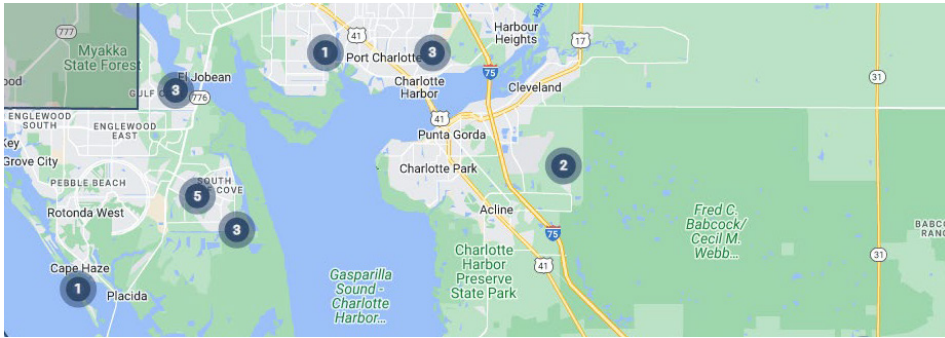
damage the battery inside, even if you can't see the damage. If you notice your battery isn't working right after a fall, like if it won't charge or the device won't turn on, it might need to be checked by a professional.

Fourth, don't pierce or crush the battery. If a lithium-ion battery is punctured, it can leak dangerous chemicals and might catch fire. If you need to dispose of an old battery, take it to a recycling center that handles batteries. Never throw it in the trash.

Finally, if your device starts to swell or bulge, stop using it right away. This can be a sign that the battery is damaged and could be dangerous. Take it to a repair shop or contact the manufacturer for help.

By following these safety tips, you can enjoy your devices while keeping yourself and your surroundings safe.

## Mosquito & Aquatic Weed Control



Adulticide

**41,599**  
acres treated

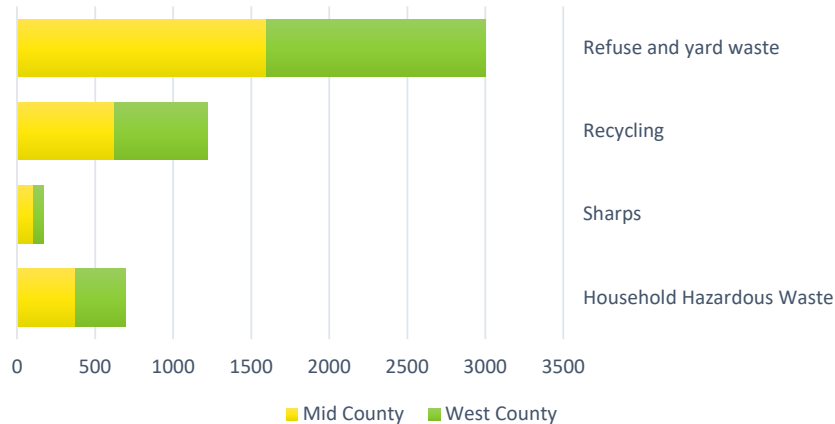
Larvicide

**0**  
acres treated

**593**

Total number of  
mosquitos identified  
to species

## Transfer Facility Customers



## CityWorks

**1265**  
Work Orders  
Opened

**93**  
Service  
Requests  
Opened

**1131**  
Work Orders  
Closed

**112**  
Service  
Requests  
Closed

## Application Requests

Received

**42**

Completed

**129**



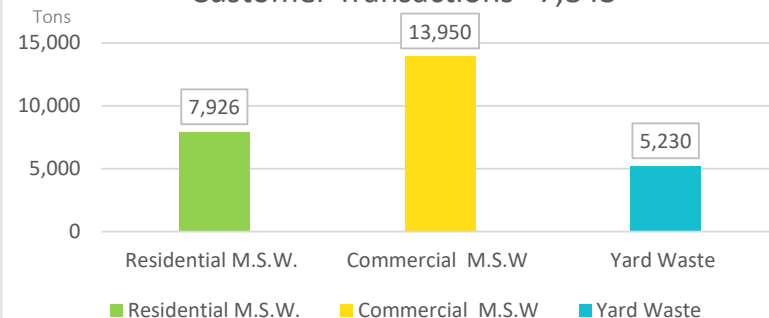
## Engineering Projects Highlight

Thanks to meticulous planning and dedicated efforts, the Rotonda Bridge Rehabilitations #2 and #3 are complete. These projects are part of our broader Bridge Rehabilitation program, which aims to keep our infrastructure in excellent condition.



## Landfill

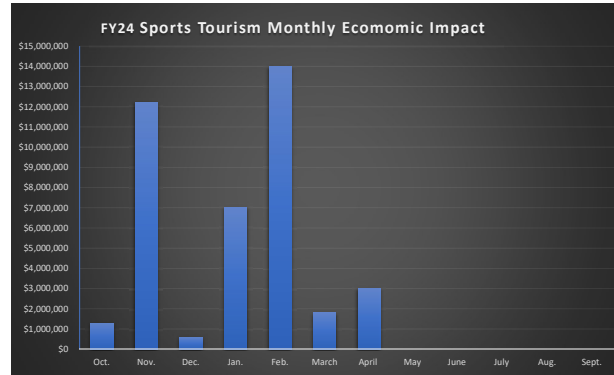
### Customer Transactions 7,843



## SPORTS

### Sales May 2024

| May 2024 |                                                                                  |
|----------|----------------------------------------------------------------------------------|
| Events:  | 7                                                                                |
| Sports:  | Baseball<br>Basketball<br>Dance/Cheer<br>Half Marathon<br>Pickleball<br>Softball |



## MEETINGS

May was fast paced for the meetings department, promoting the destination to meeting planners attending XSITE Tallahassee, in conjunction with the FSAE May Power Luncheon, doing site tours with prospective clients, and providing convention services to meetings taking place throughout the month. Including our first visitor information table during the Florida Association of Student Financial Aid Administrators (FASFAA) Annual Conference.



## LEISURE

The Leisure Sales Team attended IPW, an International inbound Travel Trade show, hosted fourteen travel agents in Charlotte County, and hosted a destination training with American Tours International in Orlando for eight of their sales agents. All these opportunities provide the visitor exposure to the wonderful things to do and see in our destination for the inbound international traveler.



## PureFlorida.com

### Website Traffic

Website Users: 99,807

Sessions: 131,771

Top Origin Markets:

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

## Key Performance Indicators

| Tourist Development Tax Collections TDT<br>(Current Month) |           |         |  |
|------------------------------------------------------------|-----------|---------|--|
| Apr-23                                                     | \$635,124 | ↑ 14.3% |  |
| Apr-24                                                     | \$726,194 |         |  |

| TDT YTD Collections (Pacing) |             |         |  |
|------------------------------|-------------|---------|--|
| Apr-23                       | \$5,160,241 | ↑ 14.6% |  |
| Apr-24                       | \$5,911,547 |         |  |

## Public Relations & Social Media May 2024

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

Public Relations attended the North American Travel Journalists Association (NATJA) May 13-17<sup>th</sup> in Galveston, Texas.



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: 9,054
- Call Wait Time: 1 minute, 4 seconds
- Sewer Connections: 47,938  
(245 increase from April)
- Water Connections: 70,870  
(265 increase from April)

### Charlotte County, FL App Requests

- 5 Misc.—Utilities Department
- 4 Utilities Billing
- 9 Utilities Department Service
- 18 Total

### Charlotte County Utilities Facebook

2,693 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.

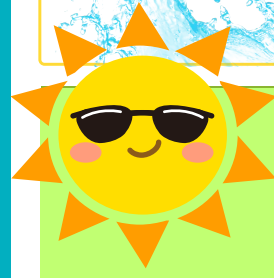
**Monday through Friday—9 a.m. to 4 p.m.**

The Customer Payment Center assisted 857 individuals for the month of April.



# CHARLOTTE COUNTY

## Utilities



## Keep Our Harbor Bright

FERTILIZER BAN  
JUNE 1 - SEPT. 30

Avoid Phosphorus and Nitrogen



STAY PREPARED:

# BE STORM READY WITH WATER AND SEWER SOLUTIONS!

Ensure your safety during hurricane season.

 **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](http://AckermanProject.com)

**May Connections: 1 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.

### **East Port Water Reclamation Facility Expansion**

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

**2023 WATER  
QUALITY REPORTS**  
NOW AVAILABLE

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