



Monthly Report

August 2024



CHARLOTTE COUNTY
FLORIDA

Administration

County administrator announces new directors



Mary Shelley



Brian Gleason

Charlotte County Administrator Hector Flores announced that Mary Shelley has been named Human Resources Department director. He also announced Brian Gleason's promotion to director of the newly created Communications Department.

Shelley has worked for Charlotte County since April 2016 in the positions of human resources generalist and project manager. In February 2024, Ms. Shelley was appointed to the role of Interim Human Resources director.

"In this time, she has become a part of our leadership team and has demonstrated her capacity to

lead the Human Resources Department," Flores wrote in a memo to the County Commission, which approved the new appointments on Sept. 10.

Gleason joined the county in August 2015 as communications manager of the Public Information Office, which was part of the administrator's office.

"The Public Information Office has traditionally focused on disseminating information to the public. However, there is a growing need for robust internal communication strategies to enhance employee engagement and organizational cohesion," Flores wrote in a memo to the board.

County's CC-TV earns 2 NATOA awards of honor

CC-TV, Charlotte County's local government television channel, won two Award of Honor recognitions from the National Association of Telecommunications Officers Association in its 2024 Government Programming Awards at the organization's annual conference in August.



One award was for an episode of the video series, "Let's Talk Charlotte" which featured an interview with Emergency Management Director Patrick Fuller. The other award for a video titled, "Remembering Hurricane Ian: Honoring One Year of Resilience in Charlotte County."



New county app users exceed 3,100

Since its launch on July 18, more than 3,100 users have signed up for Charlotte County's new customer service request app. Users have submitted more than 500 reports, questions and services request using the app.

The app is full of features allowing residents to access county officials and services, report a variety of issues and locate information on the counties' calendar and social media channels.

To download the app for Apple

products, visit bit.ly/charcoflappstore. To download the app for Google/Android devices, visit bit.ly/charcoflgoogleplay. You can also access the app via a web browser by visiting <https://charlottecountyfl.city-sourced.com>.



Apple QR code Android QR code

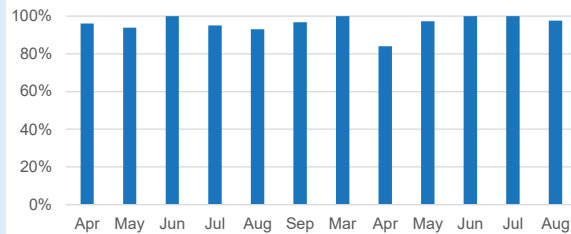


Information Technology

Service Tickets by Month



Customer Satisfaction
% Positive

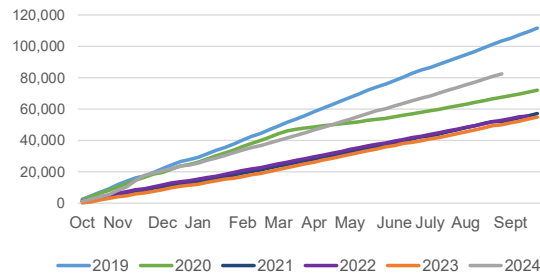


Transit

Transit Calls
Average Handling Time
(minutes)



Annual Cumulative Ridership

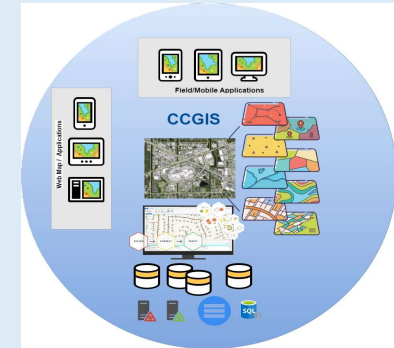


Director Highlights

NACO Award - GIS

Charlotte County's Geographic Information Services (GIS) group continually seeks to boost efficiency and improve service to our departments, constitutions, residents, and businesses. As a part of improving efficiency, we migrated our GIS data transfer workflows from a python script based full data reloads to a change detection-based extract, transform and load (ETL) workflows. This insures timely and accurate updates to GIS datasets while optimizing resource utilization, as well as simplifying the creation and maintenance of these workflows. In addition, their participation in the Environmental Systems Research Institute (Esri) Community Maps Program this year to update ArcGIS basemaps which are consumed by governments, businesses, and citizens alike. Both focus areas resulted in NACO Achievement Awards recognizing their efforts

August 2024



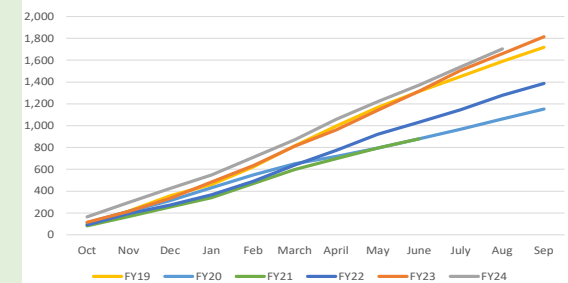
Health Center

Employee Health Center
Monthly Appointment Utilization Summary



Records Management

Record Requests



PERMITTING

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

Fellowship Church

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

Harbor Village

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

UNDER CONSTRUCTION



Auto Shop Charlotte

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



Brix Coffee

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



Charlotte Harbor Business Center

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



Dollar General

25240 Sandhill Blvd., Punta Gorda
Commercial retail store



RaceTrac

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

COMPLETED



Buffalo Wild Wings GO & Del Taco

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

PERMIT STATS

PROJECT SPOTLIGHT

Babcock Update

COs issued since Aug. 2016: 3,021

Single family permits issued (Aug. 2024): 50

West Port Update

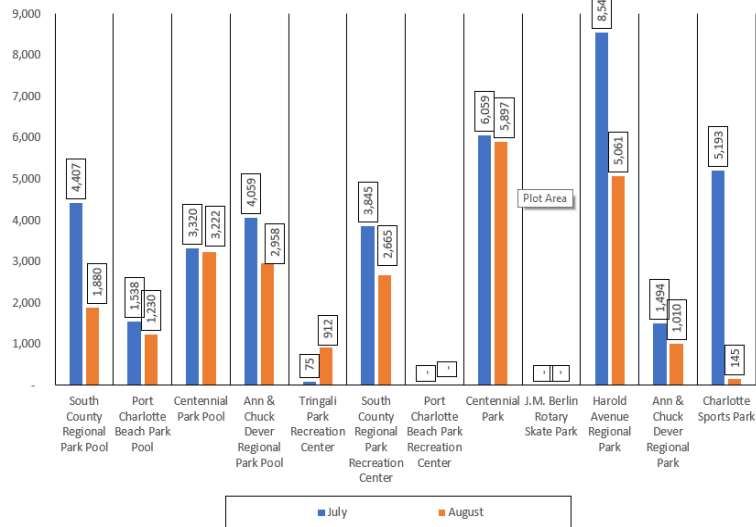
COs issued since April 2021: 687

Single family permits issued (Aug. 2024): 17

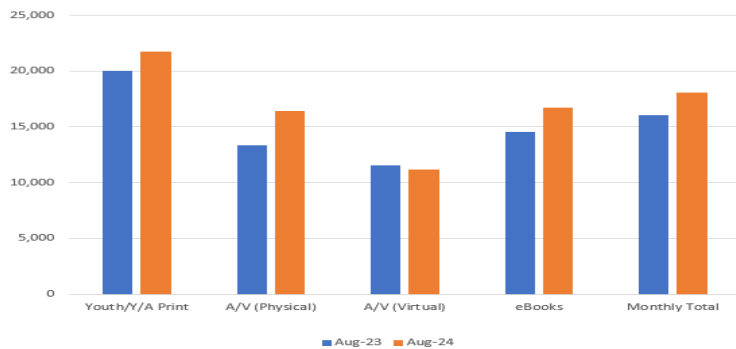
Total single family permits issued	278
Total single family COs issued	402
Total permits taken	3,315
Total permits issued (Aug. 2024)	3,364
Total permits issued (FY22-23)	81,910
Total permits issued (FY23-24)	42,612

Community Services

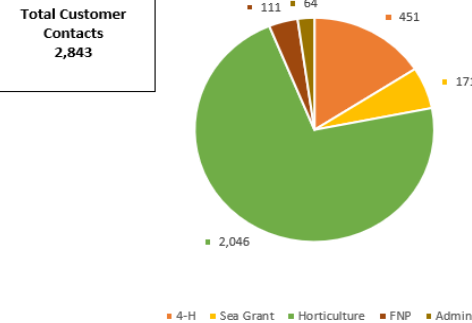
Recreation Centers and Aquatic Facilities Attendance



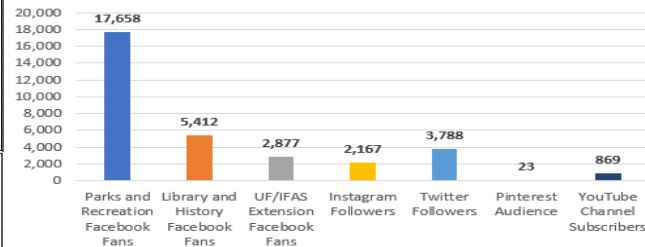
2023-2024 Library Circulation Comparison



UF/IFAS Extension Service Customer Contacts



Social Media Impact



Natural Resources

Coastal Lighting

- 32 permits in review
- 12 permit inspections

Sea Turtles

- 1,254 nests

Seabird

- 186 adults
- 62 fledged from local and other counties

Shorebird

- 1 adult
- 1 fledged American Oystercatcher chick

Derelict Vessels

- 7 open
- 3 removed
- 9 ready for removal

Parks and Athletic Field Maintenance

- 3,810 trash bags collected
- 719 recycling bags collected
- 422 fields prepped for practices/games

Land Management

- 76 miles maintained
- 15 acres of exotics treated
- 31 acres of habitat managed
- 87 acres of overstory reduction

Project Management

- Completed-15
- Not started -4
- In progress-61
- 80 total projects,
- \$11,378,482

Charlotte County's Growing Manufacturing Hub is Boosted by Innovation and Distribution

Kay Tracy, Charlotte County Economic Development Interim Director, recently wrote an article for Southwest Florida BUSINESS TODAY.

According to SelectFlorida in its 2024 Manufacturing Industry Sector Brief, "If Florida was a country, it would be rated 14th largest in the Global Economy." Additionally, Florida manufacturers represent the nation's top 3 states for manufacturing, helping to fuel the State's \$1.67 trillion economy. Florida's manufacturers who employ more than 468,697 workers across the State, who gross over \$80 billion in regional product output. [Click here to read more of that article.](#)



Kay Tracy
Charlotte County Interim
Economic Development Director



[Check out our Interactive Map to explore opportunities and activity in Charlotte County](#)

Facilities Maintenance

August 2024

Tringali Recreation Center Floor

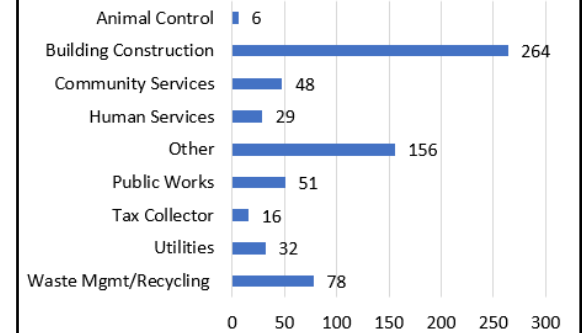
During Hurricane Ian, intense wind and driving rain caused substantial damage to the Tringali Recreation Center. This asset was included as part of the Hurricane Ian Repair GMP of West County. The building suffered various exterior damages, extensive interior drywall damage, and the complete loss of the gym floor. All needed repairs have been made, and a new gym floor has been installed. The new gym floor can now accommodate various combinations of activities. It has one full basketball court, 2 half basketball courts, 2 volleyball courts, or 4 pickleball courts, opening up exciting possibilities for the future use of the center. The final walkthrough and signoff are expected in mid-September.



- ◆ The new 20,000 square-foot District 4 Training Headquarters project is on schedule. Currently, structural steel and decking are being erected, roof draining system is being installed. Framing studs and tracks have been delivered to the site and will be installed soon.
- ◆ FPC has mobilized and installed barrier fencing in preparation for construction of William R Gaines Veterans Memorial Park Kayak Launch. Site demo and construction is scheduled to start the week of 9/2/24.
- ◆ Demo of the gym floor at Ann & Chuck Dever Recreation Center is complete. Installation of the new floor is slated to begin September 9th.
- ◆ The drywall for Fire Station 9 has been completed and painted. All areas are looking very good. All the bathrooms have the tile installed and it looks amazing. Next step will be the ceiling grid then polishing the concrete floors.

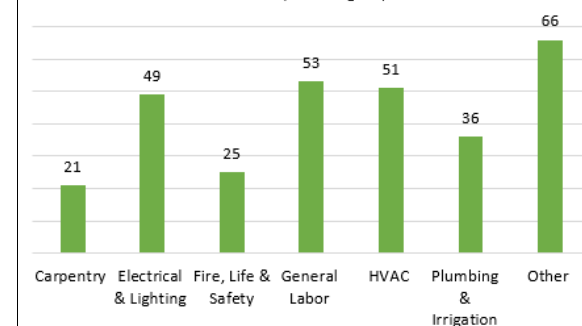


FY24 Switchboard Calls August 2024 Total Calls - 680

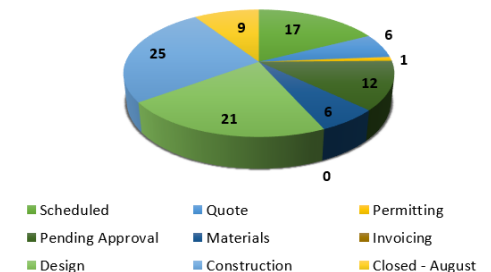


FY24 Work Orders - August 2024

Total 301 (excluding Jail)



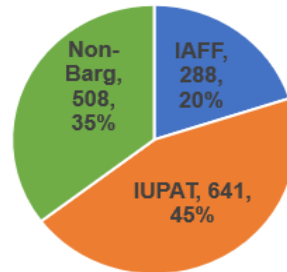
FY24 Small Projects - August 2024



Human Resources

Workforce

Employee Count 1,437
Avg Age 45
Avg Hourly Rate \$26.90
Avg Years of Service 7.81



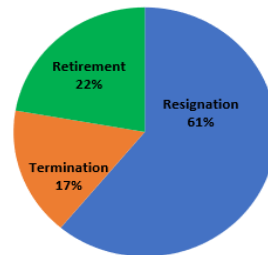
Retention of New Hires
% completing probation August 93%

Succession Planning

Ee's in FRS DROP the next 8 years 2.8%
% of Workforce Retired this FY 2.7%

Separations

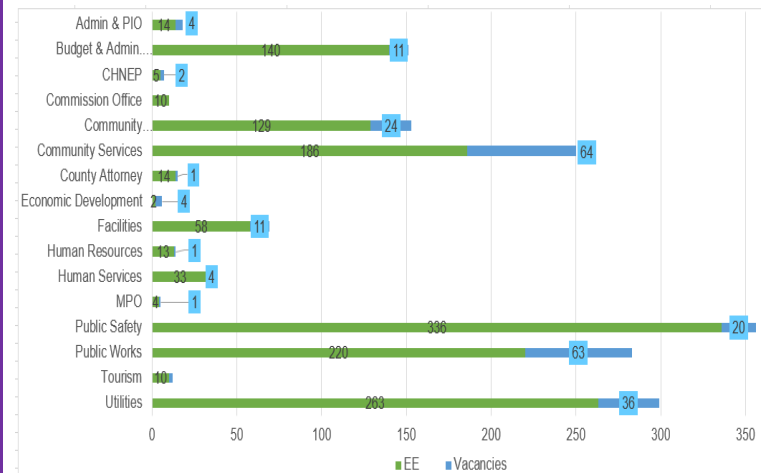
August
Turnover 1.3%
Separations 18



Training & Development

Training 502 16 8,032 contact hrs
% using Tuition Reimbursement 1%

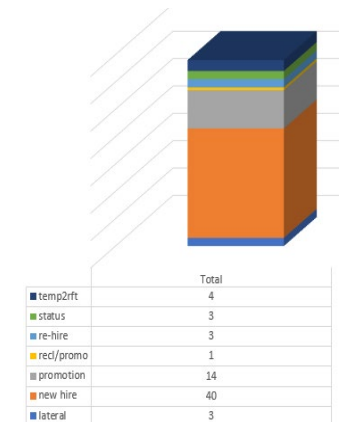
Employees vs Vacancies



Total Vacancies: 248

Recruitment

Applications Taken 956
Job Posting Hits 21,345
New Hires 40
Recruited Pos FT 78
Posted PT/STARR 11





Total Clients Served August 2024

248
FSC Bookings

50

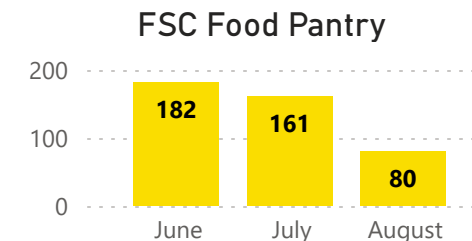
Skedda Users

25

Organizations Booked



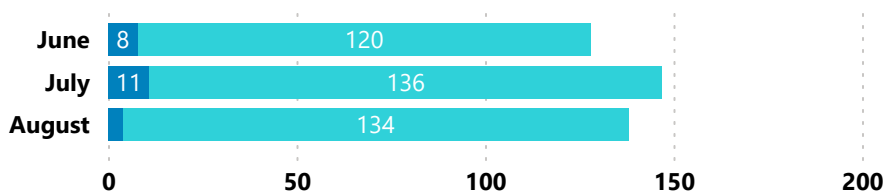
8337
Calls for Assistance



Aging & Adult Services

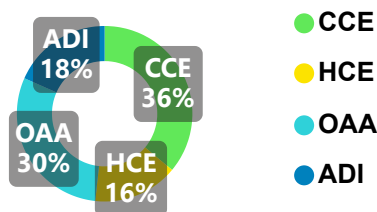
Case Management

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



134

Total Clients Served

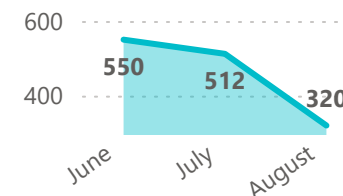


Intake Services

6405

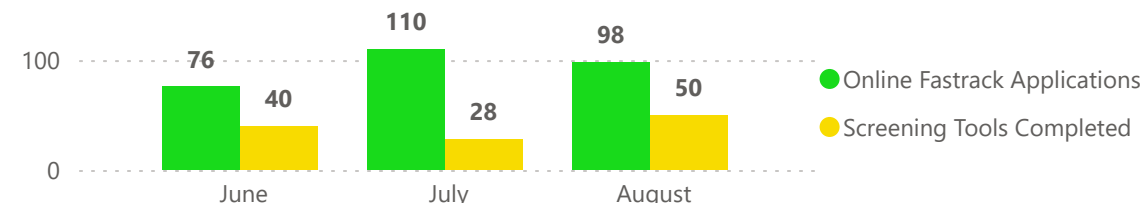
Intake Services Calls

Total Clients Served



8312

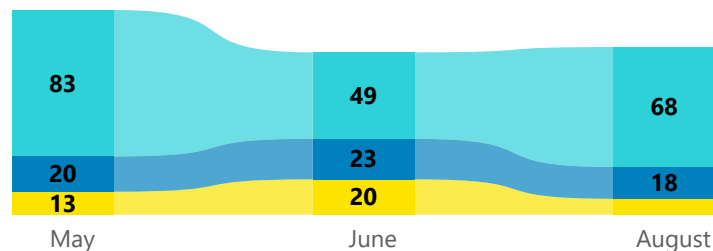
Referrals made to
Partner Agencies:



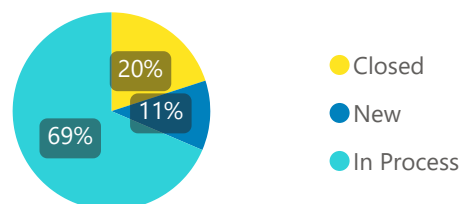
Neighborhood Services

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

Case Management



Civil Citation



203

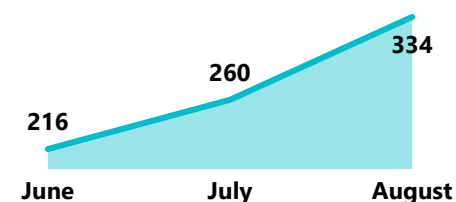
Total Clients Served

Veteran Services

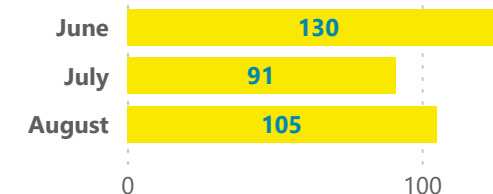
1819

Calls for Veteran Services Assistance

VA Clients Served



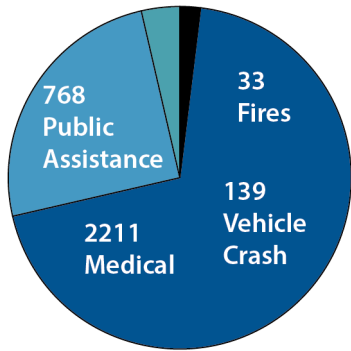
Veteran's New Claims



Our Mission: To collaborate and provide programs and connections that increase financial stability and support individuals and families as they work to reach their fullest potential.

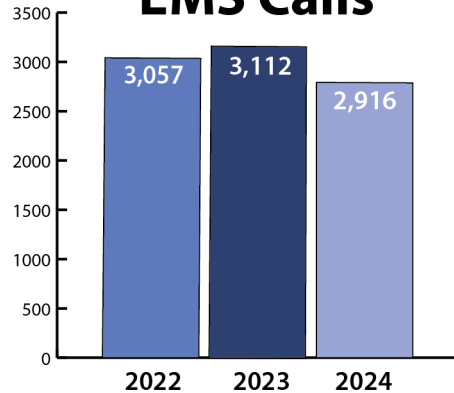
Public Safety

Fire

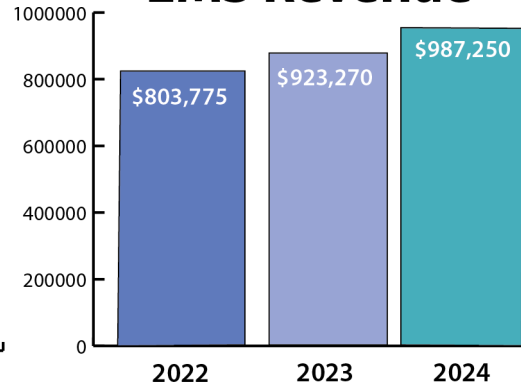


Total Fire Runs: 3151

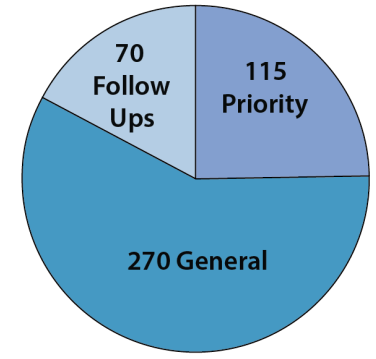
EMS Calls



EMS Revenue



Animal Control



Total Calls: 464

Peak Hurricane Season

Hurricane season is the time of year when hurricanes are most likely to form. It usually happens between June and November, with the peak season being from August to October. Being prepared during this time is very important to keep yourself and your family safe.

First, you should make a plan. Talk with your family about what to do if a hurricane is coming. Decide where you will go if you need to leave your home. Shelters should be a last resort. Better options include a friend or relative's house outside of the evacuation zones. Make sure everyone in your family knows the plan and has phone numbers written down in case they need to contact someone.

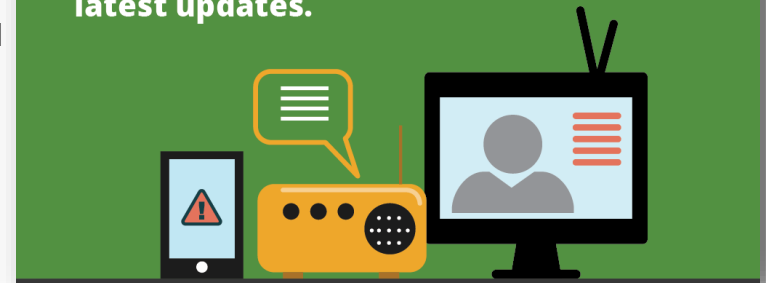
Next, it's important to pack a hurricane kit. This should include things like bottled water, canned food, flashlights, extra batteries, and a first-aid kit. Don't forget any important medicines you may need. You should also pack some clothes and blankets. It's a good idea to have enough supplies to last for at least three days in case you lose power or can't leave your home.

Another step is to stay informed. Watch the weather reports on TV or listen to the radio to know if a hurricane is coming. Local authorities will tell you if you need to evacuate your home and go to a safer place.

Lastly, make sure your home is ready. You can put up storm shutters or plywood to protect windows. Bring in outdoor furniture and secure anything that could be blown around by strong winds.

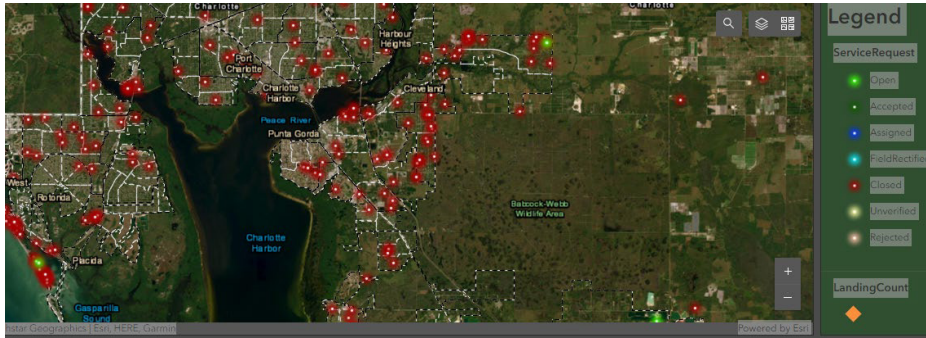
Being prepared for a hurricane can help keep you and your family safe. It's better to be ready and not need it than to be caught off guard.

Follow local officials for directions and latest updates.



Ready. 

Mosquito & Aquatic Weed Control

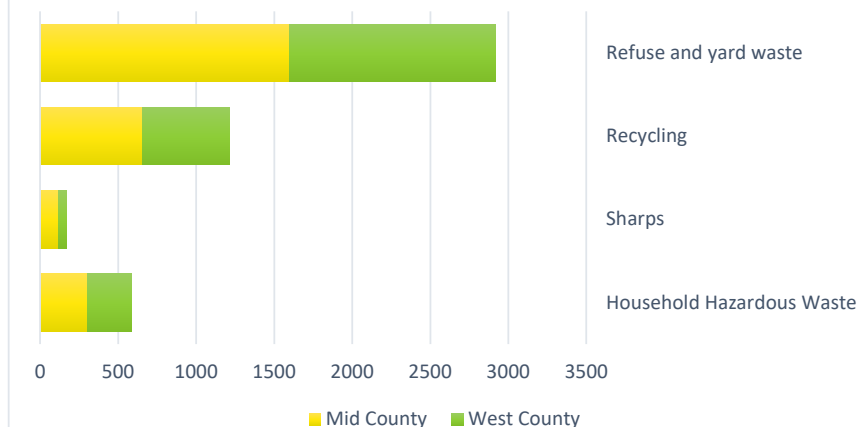


Adulticide
202,314
acres treated

Larvicide 3,694.5
3,694.5
acres treated

4,016
Total number of
mosquitos identified
to species

Transfer Facility Customers



M&O Work Orders

1750
Work Orders Opened

1053
Work Orders Closed

469
Service Requests Opened

171
Service Requests Closed

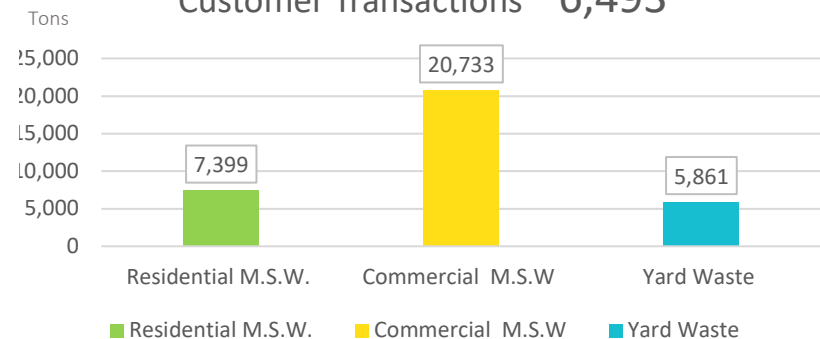
Engineering Projects Highlight

We are pleased to announce that the design plans for Gillot Blvd in the Gulf Cove area are complete. We are finalizing permits with federal agencies and will soon begin the bidding process and construction. Our team has worked closely with the State of Florida, the Federal Highway Administration, and other key agencies to navigate this complex permitting process.



Landfill

Customer Transactions 6,493

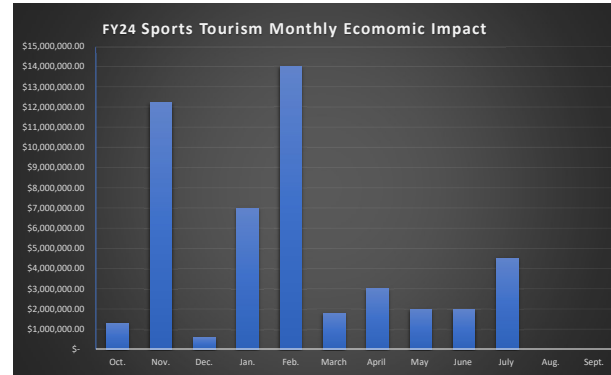


SPORTS

Sales Update

July 2024	
Events:	3
Sports:	Baseball Basketball Cycling

Fiscal Year to Date	
Total Economic Impact	
Sports Tourism	
\$	48,355,654.00



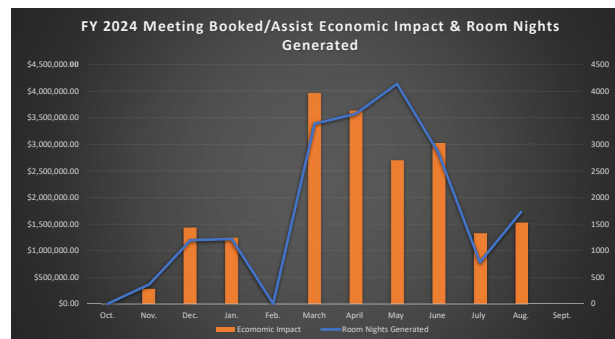
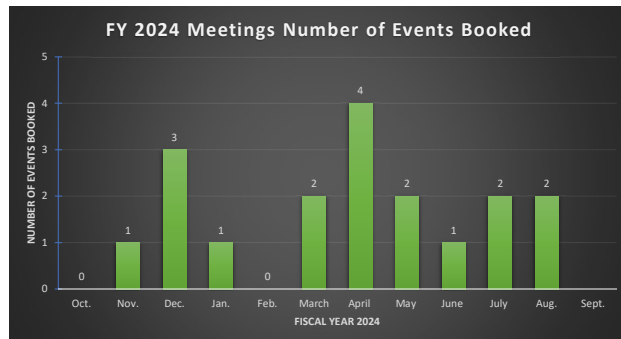
LEISURE

Vera Sommer, our German market representative, visited Punta Gorda/Englewood Beach to meet with staff and finalized strategies for the German and Austrian market for the new fiscal year. During her visit, she explored more of the area and attended our August Tourist Development Council meeting. Additionally, she met with a US receptive operator in Kissimmee on our behalf to discuss potential contracts with some of our local accommodation partners. We continue to meet with accommodation partners to educate them on the importance of contracting with US Receptive Tour Operators to market their products to international consumers.



MEETINGS

Meetings Year to Date	
Total Events	18
Economic Impact	\$ 19,133,981.55
Room Nights Generated	19,237



PureFlorida.com

Website Traffic

Website Users: 91,824

Sessions: 118,956

Top Origin Markets:

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

Key Performance Indicators

Tourist Development Tax Collections TDT (Current Month)			
Jul-23	\$523,940	↑ 31.5%	
Jul-24	\$689,023		

TDT YTD Collections (Pacing)			
Jul-23	\$6,704,408	↑ 16.7%	
Jul-24	\$7,823,709		

Public Relations & Social Media

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

On August 20th the tourism department held a Gulf Coast Host meeting for forty Punta Gorda Airport administrators, landside and custodial staff to educate them so they are able to answer questions from our visitors on all the great things to do and see while visiting Punta Gorda/Englewood Beach.

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:** 9,023
- **Call Wait Time:** 2 minutes, 2 seconds
- **Sewer Connections:** 48,389
(200 increase from July)
- **Water Connections:** 71,460
(270 increase from July)

Charlotte County, FL App Requests

- 5 Misc.—Utilities Department
- 0 Utilities Billing
- 10 Utilities Department Service
15 Total

Charlotte County Utilities Facebook

2,959 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 948 individuals for the month of August.

2024 IMAGINE A DAY WITHOUT WATER TOUR

**BURNT STORE WATER
TREATMENT AND
RECLAMATION FACILITY**
17430 BURNT STORE
ROAD
PUNTA GORDA, FL 33955
FEB. 27, 10 AM TO 12 PM



TENTH ANNUAL
Imagine a Day Without Water
October 17, 2024

Tour capacity is limited, and seats must be reserved in advance on a first-come, first-served basis. Call 941-764-4304 or email CCUPR@CharlotteCountyFL.gov to reserve your spot.



BE STORM READY WITH WATER AND SEWER SOLUTIONS!

 **Hurricane Preparedness**



CHARLOTTE COUNTY
Utilities

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

August Connections: 0 Total Connections: 335

Hillsborough Boulevard 8-inch Water Main Project:

This project is installing an 8-inch water main along Hillsborough Boulevard from Yorkshire St. to US 41. The water main will be installed parallel to the Peace River Manasota Water Authority's 42-inch Phase 2B Pipeline. Construction of the 8-inch water main is underway. The Utilities Department reminds motorists to always remain alert and to exercise caution when traveling near construction zones.

East Port Water Reclamation Facility Expansion

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

**2023 WATER
QUALITY REPORTS**
NOW AVAILABLE

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