



# Monthly Report February 2022

## Line of Sight Training Keeps Employees' Eyes on Strategic Goals

Charlotte County uses line of sight management to ensure employees' work furthers the organization's strategic goals. The concept also reinforces to each employee that the work they do matters. Using videos, weekly administrator messages, a monthly newsletter and staff meetings, leadership and staff continuously link daily work and long-term goals.

It all starts with the County Commission's strategic plan and the goals they set. The plan was recently revised to four focus areas, in part to improve line of sight.

The focus areas are:



**Hector Flores**

Economic and Community Development: To create a business climate that promotes a diversified, growing economy consistent with sustainable growth management plans, environmental stewardship and enhanced quality of life.

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

Economic and Community Development: To create a business climate that promotes a diversified, growing economy consistent with sustainable growth management plans, environmental stewardship and enhanced quality of life.

Infrastructure: To build and maintain countywide infrastructure that meets our evolving needs and enhances our community appearance, improves public safety and protects our natural resources.

Efficient & Effective Government: To manage fiscally sound county operations with a culture of transparency, accountability, citizen engagement and innovation.

Numerous strategic initiatives are developed and implemented to achieve these goals. Hundreds of other daily tasks must also be accomplished. Raising line of sight for all jobs ensures the value of that work is reinforced.

## Tourism Up 23% in 2021

Our visitor tracking research for Fiscal Year 2021 indicates that approximately 863,000 people visited the county, which represents a 23.4% increase from FY 2020.



These vacationers spent more than \$844 million helping support approximately 10,752 jobs by generating more than \$248 million in wages and salaries.

But you don't need to be part of the hospitality industry to benefit from tourism, as tax dollars raised through visitor expenditures saved the average household in Charlotte County approximately \$875 off their tax liability last year.

## County Pools Host College Swim Team Training

More than 300 college athletes traveled to Charlotte County for the inaugural winter swimming and diving training. Each team brought between 35 and 100 of their best swimmers and divers to train in our new and newly renovated aquatic centers for 5-8 days.

Buses lined up every morning at 6 am for their morning training and then again from 3-6 p.m. for their afternoon training.

The following teams trained or stayed in our destination:



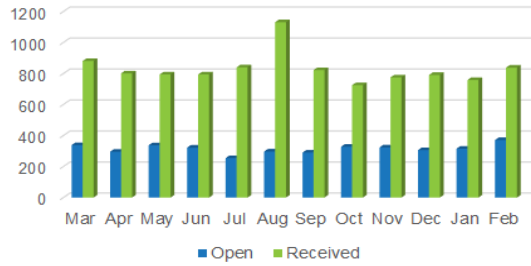
**Centennial Park Pool**

Auburn University  
Milligan University  
Hillsdale College

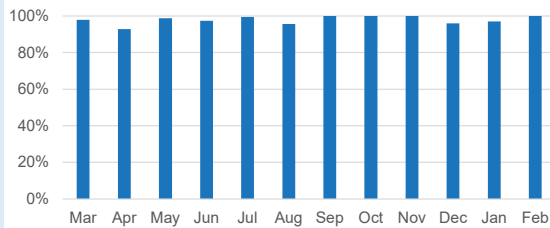
George Fox University  
New Jersey Race Club  
Hope College

## Information Technology

Service Tickets by Month

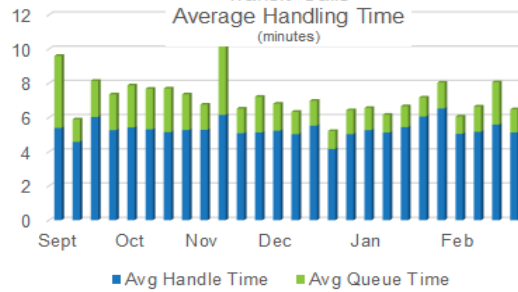


Customer Satisfaction % Positive

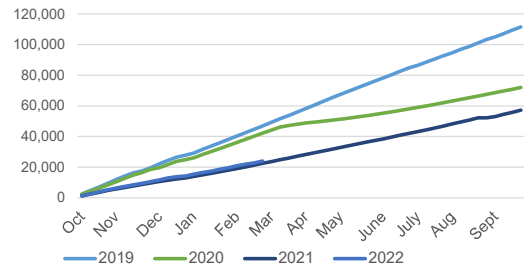


## Transit

Transit Calls Average Handling Time (minutes)



Annual Cumulative Ridership



## Director Highlights

### Wellness at Work (W@W)

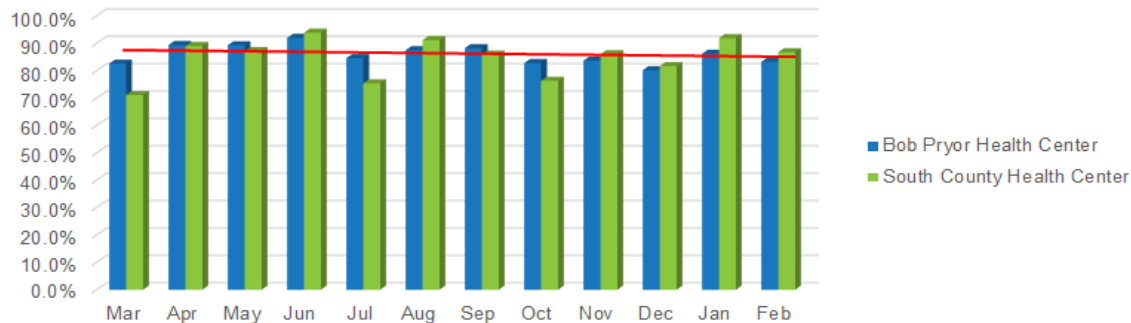
Wellness at Work's mission is to promote a positive health environment that engages all employees and families in the pursuit of health and wellness. Studies have shown that investments in wellness increases employee and family members attention to health, improves productivity and performance, reduces absenteeism and presenteeism, improves teamwork, and greatly impacts keeping health benefits costs lower than the national average. Stephanie Phillips leads our award-winning program. She is pictured below with our Commissioners receiving the 2021 Cigna Well-Being Outstanding Award. Our program has also been recognized by the American Heart Association and the Healthy Weight Community Challenge.

### February 2022



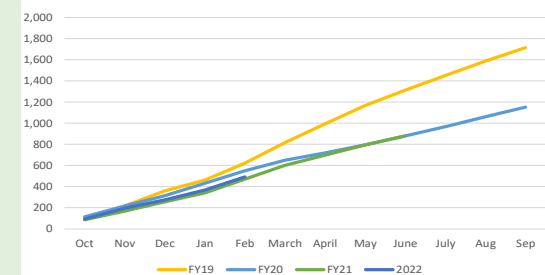
## Health Center

Employee Health Center Monthly Appointment Utilization Summary



## Records Management

Record Requests



# WHAT'S HAPPENING IN COMMUNITY DEVELOPMENT?



PLANNING STAGE



UNDER CONSTRUCTION



COMPLETED!!



## Treasure Lanes

1059 Tamiami Trail, Port Charlotte  
7,604 sq. ft. game room addition.

## North Port Plaza

14520 Chancellor Boulevard, Port Charlotte  
A one-story 15,300 sq. ft. shopping plaza.

## Dunkin' Donuts

19220 Veterans Boulevard, Port Charlotte  
1,737 sq. ft. donut store with drive-thru.

## D'Aprile Commercial and Residential

130 Yorkshire St., Port Charlotte  
Six multi family units and a 12,000 sq. ft. commercial building with associated infrastructure .

## Starbucks

18501 Murdock Circle, Port Charlotte  
2,500 sq. ft. Starbucks with double drive-thru lanes.

## Urgent Care Facility

19580 Cochran Blvd., Port Charlotte  
5,100 sq. ft. retail/medical building.

## Culver's Restaurant

26440 Jones Loop Road, Punta Gorda  
4,190 sq. ft. restaurant with an outdoor patio and a drive thru.

## Aaron Street Medical

2343 Aaron St., Port Charlotte  
28,100 sq. ft. medical office building redevelopment.



## Cheddar's Scratch Kitchen

18600 Veterans Blvd., Port Charlotte  
7,974 sq. ft. restaurant with associated infrastructure.



## BJ's Wholesale

19150 Quesada Ave., Port Charlotte  
103,120 sq. ft. retail building with associated infrastructure.



## Tommy's Express Car Wash

19010 Murdock Circle, Port Charlotte  
Automated car wash.



## Starbucks

2901 S. McCall Road, Englewood  
2,500 sq. ft. building with associated parking and drive thru lane.



## Village Marketplace

1799 Tamiami Trail, Port Charlotte  
2,495 sq. ft restaurant with a drive thru and three 1,286 sq. ft. units of retail space.



## Sunseeker

4949 Tamiami Trail, Port Charlotte  
Mixed-use development consisting of 783 hotel units, restaurants, bars, and retail, located in the Charlotte Harbor CRA.



## PROJECTS' SPOTLIGHT

### Babcock Update

- Certificates of Occupancy issued since August 2016: 1,285
- Single Family Permits Issued February: 56

### West Port Update

- Single Family Certificates of Occupancy Issued since April 2021: 52
- Single Family Permits Issued February: 11



### February Permitting:

Total Single Family Permits Issued: 399

Single Family Certificates of Occupancy Issued: 133

Total Permits Issued for the month: 3,407

Total Permits Issued FY20-21: 35,240  
(Fiscal Year Oct. 2020—Sept. 2021)

Total Permits Issued FY21-22: 15,247  
(Fiscal Year Oct. 2021—Sept. 2022)

PERMITTING SNAPSHOT

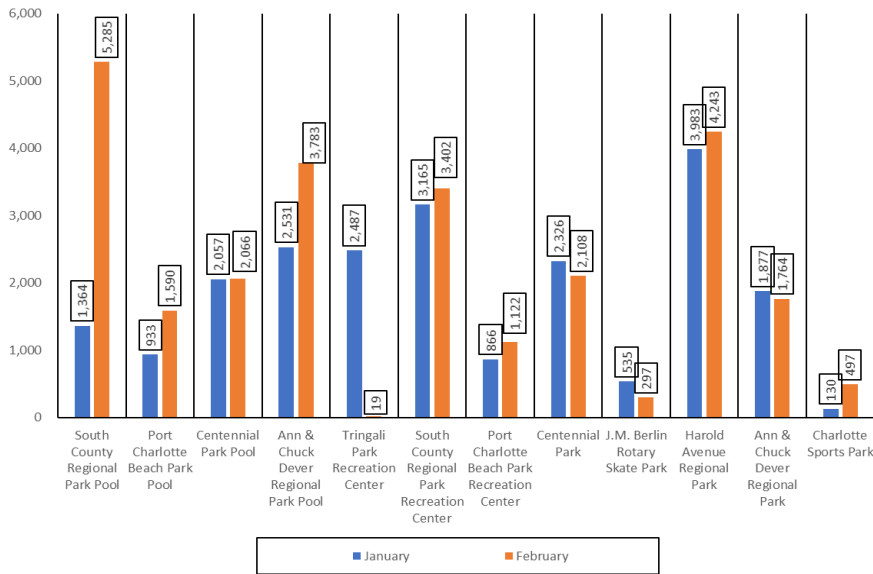


CHARLOTTE COUNTY  
Community Development

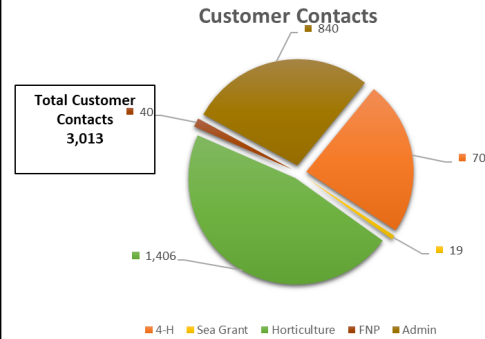
February 2022



**Recreation Centers and Aquatic Facilities Attendance**



**UF/IFAS Extension Service Customer Contacts**



## Parks and Athletic Field Maintenance

- 423 youth leagues and adult softball practices
- 5,629 trash bags collected
- 583 recycling bags collected

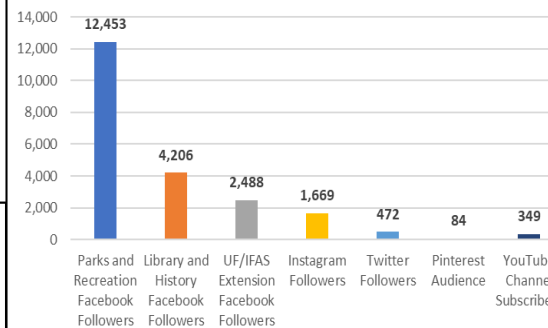
## Land Management

Staff mulched @23 acres and cut 150 trees as overstory reduction

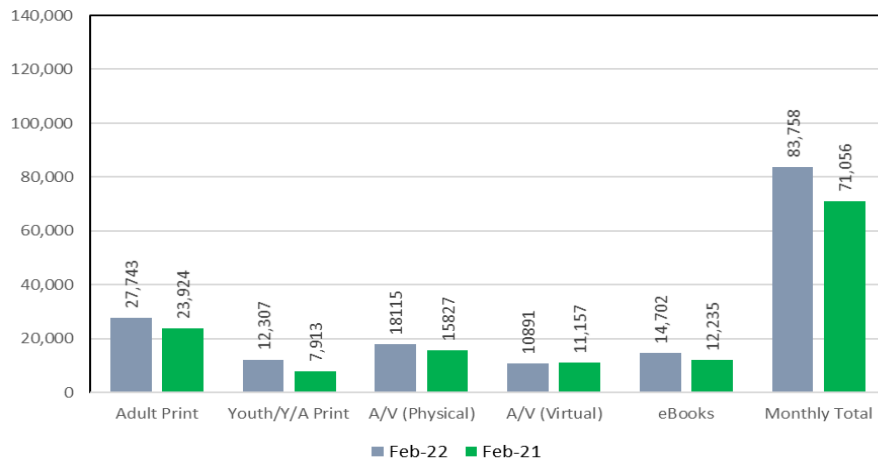
## Project Management

- 37 projects
- \$3.6 m

**Social Media Impact**



**2021 - 2022 Circulation Comparison**



## Coastal Management

### Abandoned/Derelict Vessels

- 6 Cited
- 1 Letter Returned
- 4 Open Cases
- 1 removed by owner
- 3 ready to be removed
- 3 reoccurrence
- 1 relocated

### Program Coastal Lighting

- 4 Permit Reviews
- 7 Inspections

11 Eagles Nests monitored, 7 active with 5 eaglets observed

4.6 acres on Palm Island and 5 acres Stump Pass Beach State Park posted for bird nesting areas.

# Charlotte County Economic Development

## Southwest Florida Workforce Development Board Tours Economic Development in Charlotte County

The Economic Development Office recently had the pleasure of hosting a tour of Charlotte County for members of the Southwest Florida Workforce Development Board. Economic Development Director Dave Gammon sits on the board that serves the workforce development initiatives in the five-county region of Charlotte, Collier, Glades, Hendry, and Lee. Workforce development boards are tasked with administering state and federal funding designated for employment and training services for individuals and new or expanding businesses. Workforce board members represent a balance among private sector businesses (51%), organized labor, and public institutions, including government, education, and community services.

It was a pleasure to share the growth and opportunity in Charlotte County with our regional partners. The tour took the board on a drive through Charlotte County looking at various development projects and included stops at Charlotte Technical College's Aviation Mechanics Program and the Punta Gorda Airport.



## Changes ahead for Port Charlotte Town Center and Promenades Mall

“Bond holders owed \$44.8 million for the bankrupt Port Charlotte Town Center mall now own most of the facility after they ended up the high bid of \$100,100. The Charlotte County clerk’s office held the online auction in February for the 54-acre property within Murdock Circle. This action basically gives the debt holders clear title to the property, Charlotte County Economic Development Director Dave Gammon said. Now, he said, they can try to sell it to a new developer, using the county’s 2020 mixed use zoning category. This category allows residential to mix with commercial and allows higher buildings in some circumstances.” (Calvert, Betsy. “Mall sold to bond holders for \$100K” *Port Charlotte Sun*, 28 February 2022. [Link to article](#))

“The Promenades Mall owner submitted a redevelopment plan with 1,100 apartments, office and retail space all mixed together adjacent to the Charlotte County’s hospital hub. Currently, the 26-acre long-standing mall fronts on U.S. 41. Using the county’s 2020 mixed-use zoning bylaw, the developer and current owner, Jeff Morr of Miami, would work to rebuild what is now mostly a strip mall. Building height could go as high as 150 feet, depending on what the developer offers, Gammon said. Morr cites extensive experience developing large residential and commercial centers in Miami. The county’s Economic Development Office has been working with Morr for months to design what could be called Parkside Village, Gammon said.” (Calvert, Betsy. “Promenades Mall submits high-rise village plan” *Port Charlotte Sun*, 28 February 2022. [Link to article](#))



Port Charlotte Town Center Mall



Rendering of the possibilities for the renovated Promenades Mall



The Tringali 17,000 sf outdoor multi-use court surface needed resurfacing and striping. ADA accessibility to the feature was required and fulfilled by adding a sidewalk. The surface was evaluated by a professional engineer that provided a remediation recommendation in late-spring 2021. A request for quote was advertised in June with a contractor selected. The surface was ground in two 1/4" stages. Staff reviewed the quality of the surface post first grinding, evaluating if a second was warranted. After the final grinding was accomplished, the surface voids were filled improving the overall surface condition. In finishing the project, lines striping was completed ahead of the official opening in March.

- ◆ Conceptual design layout for the North County Public Works Yard relocation on 500 Sable Street was accepted by Public Works staff. The consultant will continue through the design and permitting process. Upon completion, Wharton-Smith will bid and submit a guaranteed maximum price for the construction. New fiber optic line for the building is being installed and preliminary zoning requirements are being obtained.

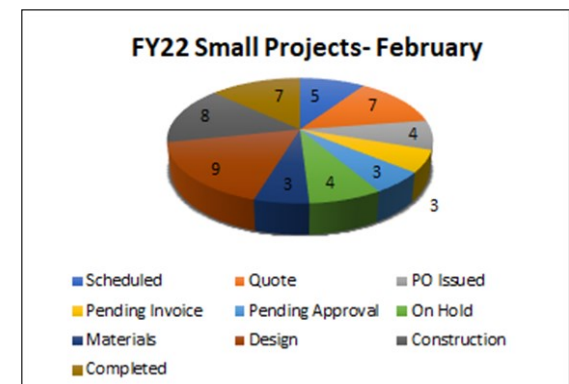
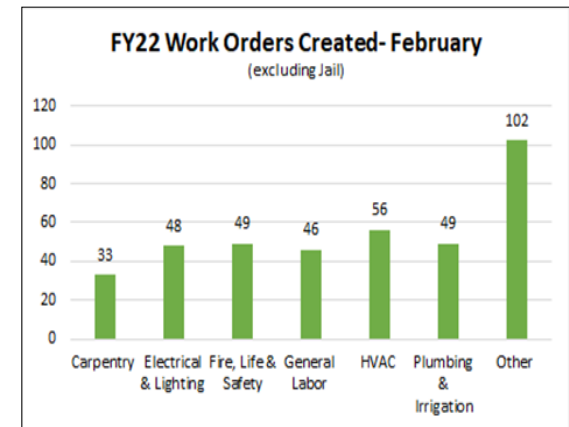
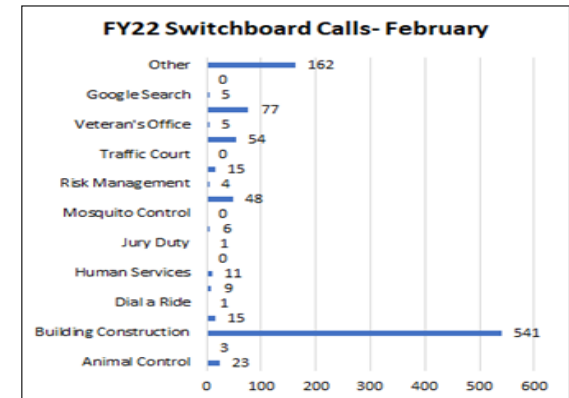
- ◆ The design development phase was completed on the new landfill scale house. The scale house was relocated to accommodate the future operational area of the landfill while streamlining the current operations.

- ◆ A scoreboard with remote control capabilities was installed at Ann & Chuck Dever Regional Park to support organized competition.



- ◆ Two small garage doors were consolidated into one large opening at the county's Fleet Maintenance building to increase access for large vehicles and equipment.

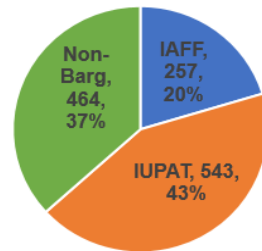
- ◆ Facilities is working with a contractor to evaluate the most efficient route for a countywide generator assessment.





## Workforce

Employee Count 1,264  
Avg Age 46  
Avg Hourly Rate \$24.10  
Avg Years of Service 8.4



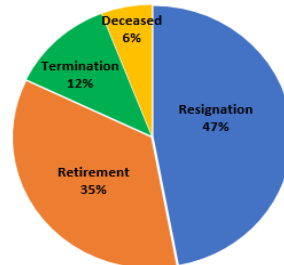
Retention of New Hires	February	YTD
% completing probation	91%	88.0%

## Succession Planning

Ee's in FRS DROP the next 5 years	3.1%
% of Workforce Retired this FY	2.1%

## Separations

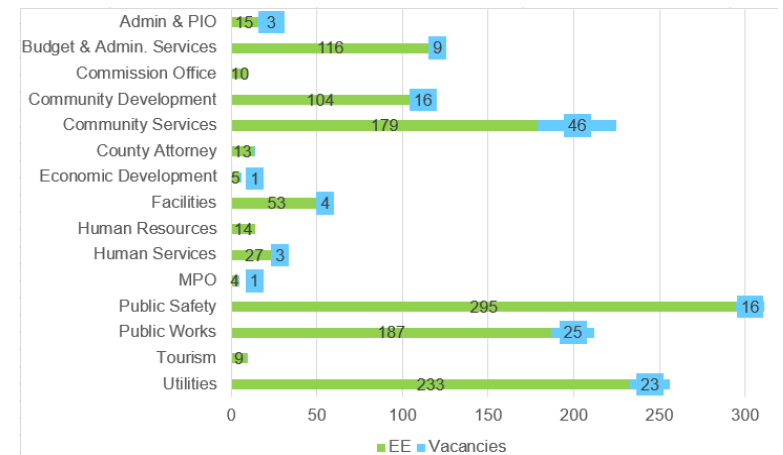
	February	YTD
Turnover	1.3%	6.5%
Separations	17	83



## Training & Development

Training	56 EE's	17 hrs	952 contact hrs
% using Tuition Reimbursement		1%	

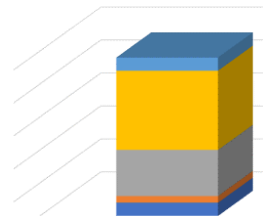
## Employees vs Vacancies



Total Vacancies: 149

## Recruitment

Applications Taken	560
Job Posting Hits	23,638
New Hires	7
Recruited Pos FT	47
Posted PT/Sea	9



Status	Total
status	2
promotion	12
new hire	7
lateral	1
demotion	2





All branches of the Military were honored. Photos by Steve Lineberry



## William R. Gaines Jr. Veterans Memorial Park Ribbon Cutting

Staff from Veteran Services joined approximately 450 county residents on February 16th for the dedication of the Military Services Memorial, located at the main entrance to the William R. Gaines, Jr. Veterans Memorial Park. The memorial features 6 engraved columns displaying the insignias of each branch of the Military and one central column honoring Purple Heart Recipients. With its counterpart, the First Responders Memorial, visitors are and reminded of the strong connection between the military and first responders who provide Charlotte County with year round security and protection.

The Park is named for a U.S. Marine who grew up in Charlotte County and is one of 241 Marines who were tragically lost in 1983 when their barracks in Beirut, Lebanon were destroyed by a suicide bomber.

Charlotte County is home to almost 29,000 veterans and our Veteran Services Officers schedule hundreds of appointments each year for free veteran or survivor benefits reviews. County employees, their family members or friends who are interested in an appointment may call:

**941-764-5579**

## Congratulations

Human Services is fortunate to have experienced, hard working and well trained staff. Throughout February, the department saw three important promotions from within.

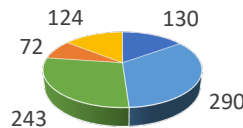
**Margaret Selberg** recently received her Associates Degree and was promoted from an Intake Coordinator to the newly created Sr. Intake Coordinator position.

**William Thompson**, formerly the Sr. Case Manager for Neighborhood Services accepted the Manager's position for Aging & Adult Services.

**Tara Blackson**, Case Manager for Veterans Services is taking on the role of Sr. Case Manager for Neighborhood Services.

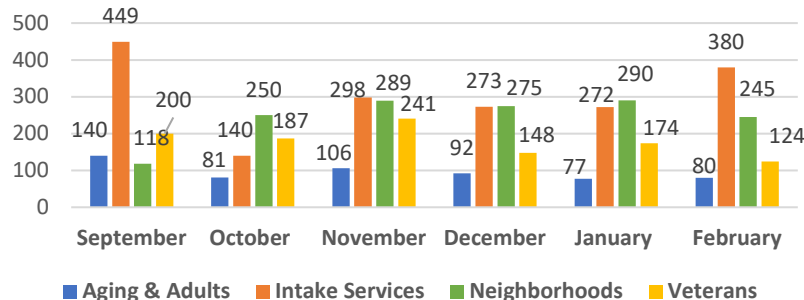
## FEBRUARY 2022

### Department Activities by Case



- Fast Track - Energy Assistance
- Information Referrals
- Case Management
- County Mandated Services
- Veteran Benefits Assistance

### 6-Month Comparison - Number of Clients Served by Division

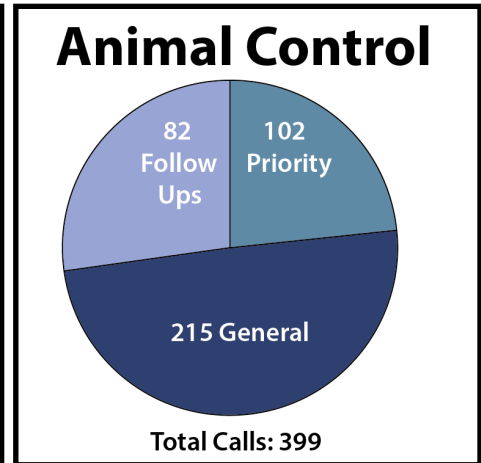
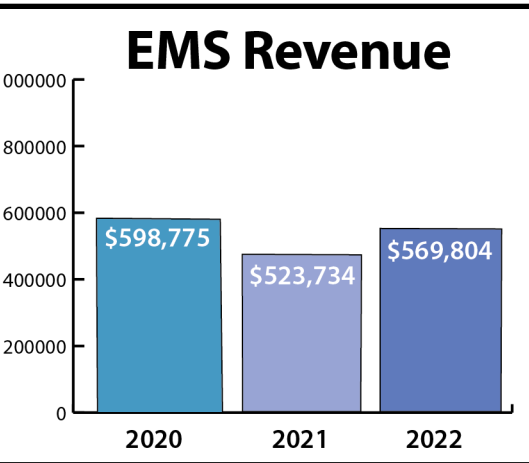
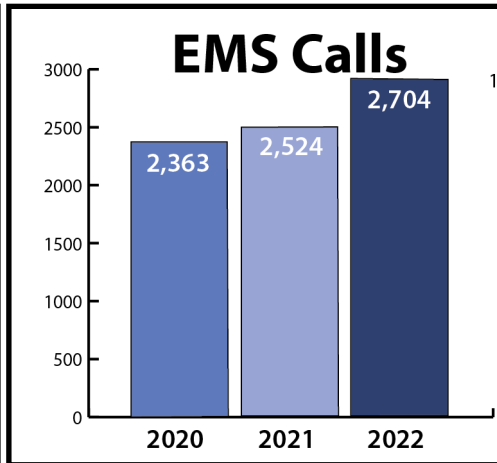
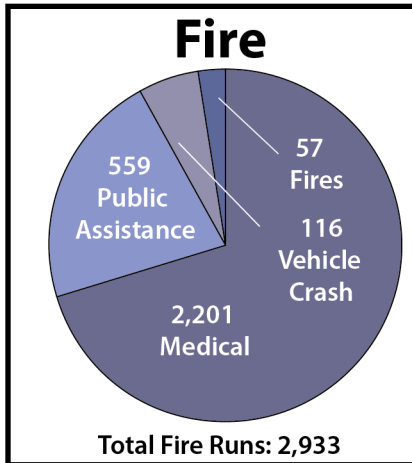


## One-Take Video

Social media has rapidly become one of the fastest ways to get information out to the community. With the assistance of the County's Public Information Office and CCTV, the staff and partners of the Family Services center made a "OneTake Video" highlighting the people and programming available at this new facility. Click [here](#) to view.



# Public Safety



## Public Safety Public Education

The Public Safety Department is always looking for ways to educate the public. The Emergency Management Department enjoys speaking about emergency preparedness. Groups who tour the Public Safety Building learn about Emergency Management and tour the Emergency Operations Center. Visitors also learn how to help their community or neighborhood by becoming a Charlotte County CERT volunteer. CERT stands for community emergency response team. After a storm, trained CERT volunteers become their neighborhood's first responders. They know how to assist until the paid emergency responders arrive. A great example of CERT volunteers in action happened in the Village of Holiday Lakes in Jan. 2022. Immediately after an F1 tornado ripped through their community, CERT volunteers were mobile and making sure their neighbors were ok.

Visitors to the Public Safety Building also learn more about Charlotte County Fire & EMS operations and training and often get to experience what it is like to use a fire hose. Public Safety is also home to Charlotte County Animal Control and Fire Prevention. If anyone is interested in bringing their group for a tour, call Todd Dunn at 941-833-5610 for more information.





## In the Works

We are into the final stages of the Olean Blvd. & Harbor Blvd. intersection. The roadway has been completed as well as the structural asphalt, roadway striping, and sidewalks. We are currently finishing the signal system and preparing for the roadway opening!

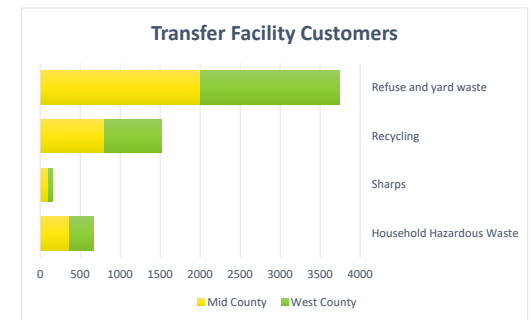
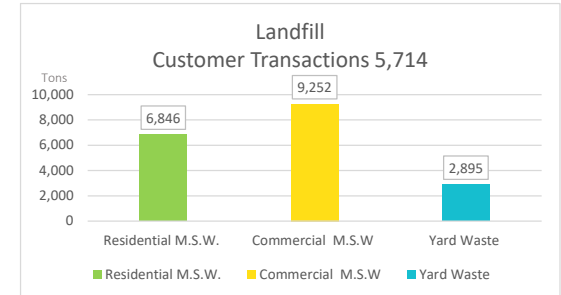


## Did You Know

The 2022 sentinel chicks are here! They arrive as day-old hatchlings and are reared to adulthood in the main coop which is screened and mosquito-proof. When they are roughly 4 months old, some are placed around the county in set locations where they serve as sentinels. They get to live as any normal chicken would, but a small sample of blood is taken from them weekly to test for mosquito-borne viruses.



## Solid Waste



Landing rate counts performed	271
Number of CDC traps distributed and collected	12
Total number of mosquitos Identified to species	120
Accela Complaints resolved	3
Telephone complaint resolved	11
Aquatics invoiced \$	<b>58,759.39</b>

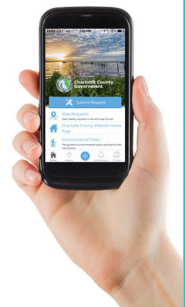
## Charlotte County Application Requests February 2022

Requests Received

**139**

Requests Completed

**138**





## Key Performance Indicators

Tourist Development Tax Collections TDT  
(Current Month)

Jan-21	\$636,834	↑	51.2%
Jan-22	\$962,615		

Tourist Development Tax Collections TDT  
(Prev Month)

Dec-20	\$400,833	↑	49.1%
Dec-21	\$597,742		

## PureFlorida.com

### Website Traffic

Users: 49,518

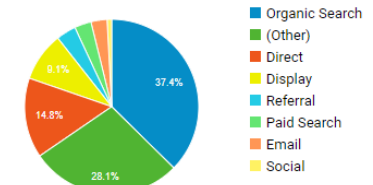
Pageviews: 112,644

Top Origin Markets:  
FL, MI, OH, IL, PA, MA, MN, IN, NY, GA

New vs. Returning Visitors: 85.3% vs 14.7%

### Digital Channel Breakdown

Digital Channel Breakdown: February 1 – 28, 2022



## Sales February 2022

### SPORTS

#### Charlotte Harbor Regatta- 12th Annual Charlotte Harbor Regatta

Port Charlotte Beach Park//February 4-6, 2022

The 12th annual Charlotte Harbor Regatta took place Feb. 4-6, 2022. 45 boats and 80 sailors took to the water in Charlotte Harbor for the three-day event. Eight classes participated including the Hobie Wave, Hobie 16, Weta Trimaran, F18, A Class cat, Harbor 20, 2.4mR, and Windmill.

#### Association of Pickleball Professionals (APP) - Punta Gorda Open

PicklePlex of Punta Gorda//February 23-27, 2022

The Punta Gorda Open had its largest number of participants with 800 athletes traveling from across the country and even as far as far away as Afghanistan, Canada, United Kingdom, Japan, and Zimbabwe. After the huge success in 2020 & 2021, Punta Gorda/Englewood Beach Visitor & Convention Bureau is proud to welcome and support the return of the APP – Punta Gorda Open for the next three years. They had 300 athletes on a waiting list and are looking to continue their growth in Charlotte County.



### MEETINGS



The Meetings Department worked closely with Sunseeker Resort to welcome the first official hard hat site tour of the property and our area. We, along with Sunseeker, worked closely with our local partners to WOW the group. A special thanks goes out to the nearly 50 Charlotte High School Silver King Band members and Tarpon cheerleaders who helped welcome the group with music and cheers as they entered the baggage claim area after their Allegiant flight arrived at Punta Gorda Airport. This piece of business will bring 4600 total room nights to Sunseeker during four events over two years beginning in 2024.

### LEISURE

The Leisure Sales Department has been busy promoting our destination at the Travel & Adventure Show in Chicago, IL, Washington, D.C. and Boston, MA. Responses have been positive and interests are high for those wishing to escape the cold, even if just for a long weekend. The three shows had a total attendance of approximately 35,000 people.



## Public Relations/Media February 2022

A total of 229 media placements were secured through a variety of sources including the tourism office's PR efforts. These placements had a reach over 400 million and a media ad value of approximately \$766K.

### #BestSideOutside

Follow and tag us

@RealPureFlorida



### NOTABLE MEDIA MENTIONS

ABC 7 More Explores: APP Pickleball Punta Gorda Open; Zimsculpt Exhibit at Peace River Botanical & Sculpture Gardens

NBC2 and ABC-7 Morning Crew: APP Pickleball Punta Gorda Open

WINK News: 14th Annual Snowbird Baseball Classic

Visitors to Charlotte County save local residents an average of **\$875** per household in taxes every year.



Are you interested in a behind-the-scenes look at the process involved in providing water & wastewater treatment & reclamation services to the community?

Contact 941.764.4304 or [CCUPR@CharlotteCountyFL.gov](mailto:CCUPR@CharlotteCountyFL.gov).

Enjoy a quick video preview of our East Port Water Reclamation Facility: [East Port Facility](#)

## **IMPACTS**

- **Deep Creek Sewer Force Main Replacement:**

Please use caution while traveling along Rio De Janeiro Ave. from Rampart Blvd. north towards Sandhill Blvd. Crews will be working along the roadway. Intersection closures are expected this month.

**Additional Utility Impacts:**

[Emergency Utility Notices](#)

## **UNDER CONSTRUCTION**

- **El Jobean Septic to Sewer Project:**  
Construction of a wastewater system to service approximately 300 properties with sewer service. On-site sewer connections for Phase 1, 2 and 3 have started. Residents will receive a door hanger approximately one week before the connection to your home. Phase 4 connections are expected to start within the next month. The project is expected to be finalized this summer. For project information: [ElJobeanProject.com](http://ElJobeanProject.com)
  - **Ackerman Septic to Sewer Project:**  
Construction of a wastewater system to service approximately 2,135 properties with sewer service. Zones 1, 2 and the vacuum station are currently underway. Crews are working on the water main replacement throughout the project area. For project information: [AckermanProject.com](http://AckermanProject.com)
  - **Sewer Lift Station Generator Project:**  
Installation of stationary and mobile generators at our major sewer lift stations throughout the county. This project will allow lift stations to continue operations during storms and events when power is lost. All stationary generators are being installed at the 500-year flood elevation.
  - **Deep Creek Sewer Force Main Project:**  
Construction of a larger sewer force main to improve transmission capacity for the Deep Creek neighborhood. Crews are working on Phase 2 of the project. Work is occurring along Rio De Janeiro Ave. heading north towards Sandhill Blvd. [Project Map](#)
- Additional Utilities Projects:**  
[Utilities Projects | Charlotte County, FL](#)

## **OPERATIONS**

- **Calls Presented:** 8,027
- **Call Wait Time:** 11 minutes 32 seconds
- **Total Customer Accounts:** 66,171
- **Sewer Connections:** 42,954
- **Water Connections:** 65,397

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

- **5 Misc.—Utilities Department**
  - **9 Utilities Billing**
  - **2 Utilities Department Service**
- 16 Total**

**Charlotte County Utilities Facebook**  
**1,471 Follows**

### **2020 Water Quality Reports:**

<https://tinyurl.com/2020-CCR-PeaceRiver>  
<https://tinyurl.com/2020-CCR-BurntStore>

### **Important Information:**

Charlotte County Utilities should be your first call for utility issues. Staff is available 24 hours, 7 days a week at 941.764.4300.

### **Do you have a simple question?**

Email us at:

[CCUSupport@CharlotteCountyFL.gov](mailto:CCUSupport@CharlotteCountyFL.gov)

### **Payment Options**

*Providing safe, reliable drinking water and wastewater service since 1991.*