



CHARLOTTE COUNTY
FLORIDA



ANNUAL REPORT 2023

Board of County Commissioners



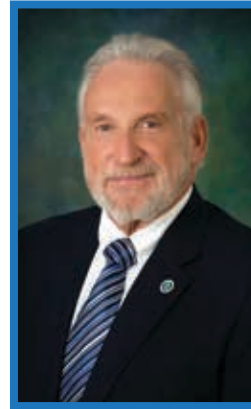
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Christopher Constance
Vice Chairman
District 2



Bill Truex
Chairman
District 3



Stephen R. Deusch
District 4



Joe Tiseo
District 5

Guiding Principles

- To be recognized as a community leader in quality-of-life issues.
- To improve Charlotte County government's morale and employee satisfaction.
- To increase and enhance the organization's and Charlotte County's productivity and performance.
- To enhance and improve our customers' satisfaction.
- To positively change the image of government.
- To improve communication both internally and externally.

Focus Area Goals

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.

Public Services

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

Efficient and Effective Government

To manage fiscally sound county operations with a culture of transparency, accountability, citizen engagement and innovation.



Annual Report 2023

On Sept. 28, 2022, Hurricane Ian's landfall and impact to our community forced "response and recovery" onto our top priorities. As far as response, I am so proud of our employees and their selfless dedication to these efforts. There are many stories and examples that come to mind. We have made incredible progress on the immediate recovery in this past fiscal year, some of which are highlighted in the attached report. Our focus on long term recovery is now an integral part of our priorities. We take on these challenges as areas of opportunity to build back stronger and strengthen our resiliency.

I have the privilege of working alongside and supporting our executive team as we implement the vision and policies of the Board of County Commissioners. Our strategic planning and conservative fiscal approaches have continued to position us well as our organization is overall fiscally sound. We are committed to following that framework while also encouraging innovative thinking and solutions. Our professional employees accomplish this through their individual and collective actions, and the connection to our daily work through the Line of Sight concepts.

This annual report highlights the progress of initiatives, projects, and the many accomplishments by our departments. We continue to place high importance on the recognition of the efforts of our professional and dedicated employees. They strive every day to meet our mission to Deliver Exceptional Services, especially through these most challenging times.



Thank you,

Hector Flores

County Administrator

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**Delivering
Exceptional
Service**

To preserve and
enrich our community's
quality of life for those
who live, work and play
in our paradise.



Charlotte CARES

**Committed
Accountable
Resourceful
Energetic
Supportive**



Administration

Capital Projects Management

Infrastructure

Oversight of capital projects across the county has never been more important and the work done over the past few years to focus on project delivery methods is being realized as we add to an already heavy load of capital projects with those projects needed as a result of Hurricane Ian. The need for resiliency both in terms of the county's built environment and its capacity to handle large scale events has been clearly demonstrated over the past year.

Hurricane recovery is well underway with and will continue to be the focus of the project delivery staff for several years to come. Some of these projects are simple repairs or rebuilds of existing facilities but others present opportunities for the Board to move in a different direction and staff is methodically working through gathering all the available data to help the Board with those decisions.

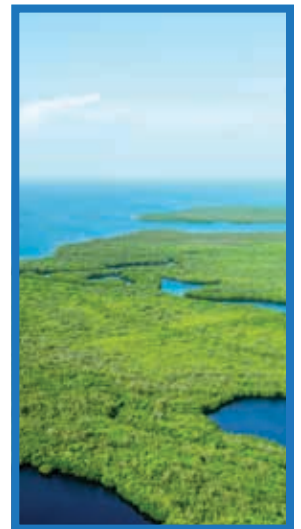
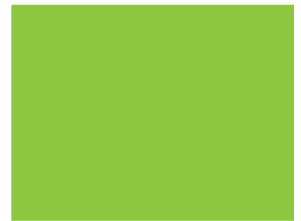
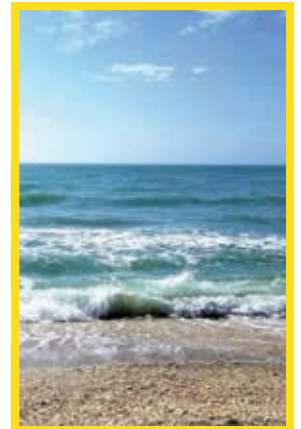
Although hurricane recovery has presented a challenge, it has not impacted the momentum around both those projects approved as part of the 2020 1% local option sales tax and the other capital projects needed to improve the resiliency of the county's infrastructure. Project delivery staff continue to focus on stakeholder and partner engagement as projects are developed to ensure maximum usability of the finished projects. They are proving their ability to be creative and innovative as they are presented with challenges such as lead times on components, escalating cost and unavailability of contractors to complete projects all with a view to delivering quality projects that will serve the county and its citizens for many years to come.

Legislative

Efficient & Effective Government

Charlotte County was able to advance key objectives in our state and federal legislative agenda through effective advocacy in both Tallahassee and Washington. At the state level, we were approved for \$12 million for our Emergency Operations Center improvements, \$2.5 million for the Kings Highway and Harborview Road intersection improvements, \$3.32 million for the Veterans Boulevard corridor improvements, \$1 million to assist hurricane impacted residents with seawall repairs, \$300,000 to harden the control room at the East Port Water Reclamation Facility, \$300,000 for fiber optics upgrades for Burnt Store Utilities plant, \$200,000 for Bissett Community Park and \$200,000 for G.C. Herring Community Park. In addition, our advocacy efforts led to secured funding for our partners and included \$1 million for the West Coast Inland Navigation District's new office facility, \$1.5 million in capital and \$1.39 million in operating funds for Charlotte Behavioral Healthcare's Central Receiving Facility.

At the federal level, we were successful in advancing policy discussions and securing earmarks for key projects. \$3.2 million was secured for our Countryman Ackerman septic-to-sewer conversion program. In addition, after many years of engaging with all levels of U.S. Army Corps of Engineers and the Office of Management and Budget, we secured \$500,000 in funding for the Charlotte County Shoreline Protection Feasibility Study. Our federal policy advocacy successfully fought language in MAP-21 that would have forced the consolidation of Metropolitan Planning Organizations of certain sizes, thereby removing local influence over transportation spending decisions and issue of great importance to Charlotte County.

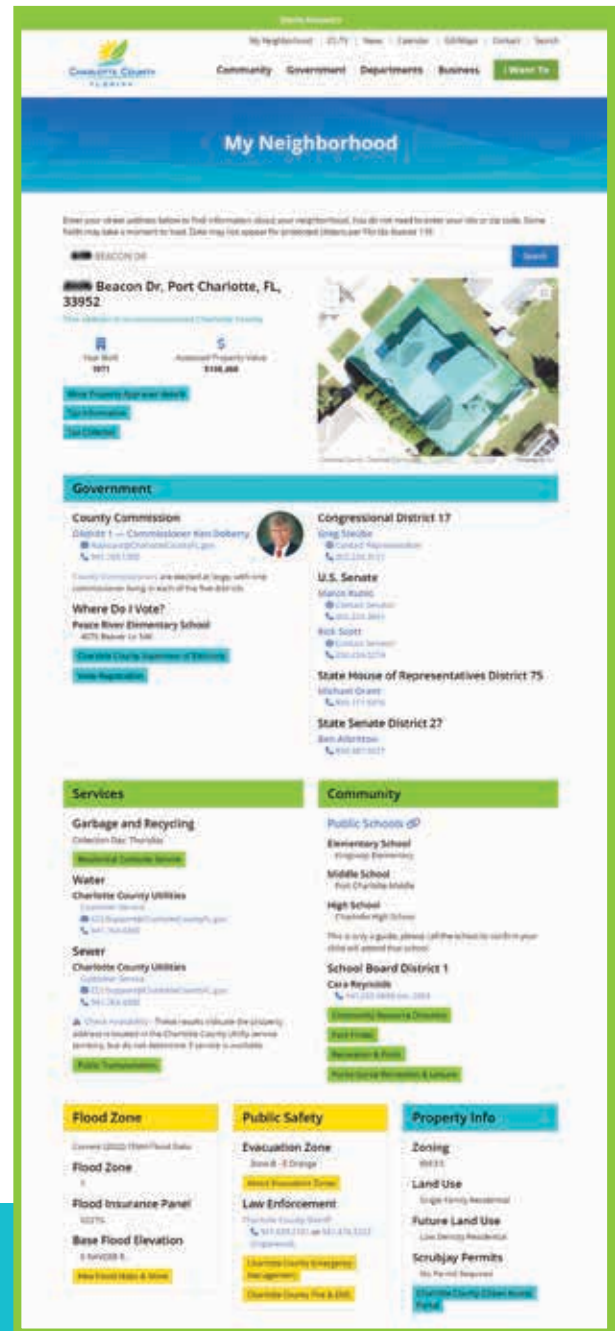


PIO Launches My Neighborhood Webpage

Public Services

The Public Information Office, working with Information Technology, launched a new website feature called My Neighborhood. My Neighborhood allows residents to look up their address to find information about their:

- property
- elected officials, voting precincts and polling locations
- evacuation zones
- county services and facilities
- schools
- garbage pick-up schedules
- public safety



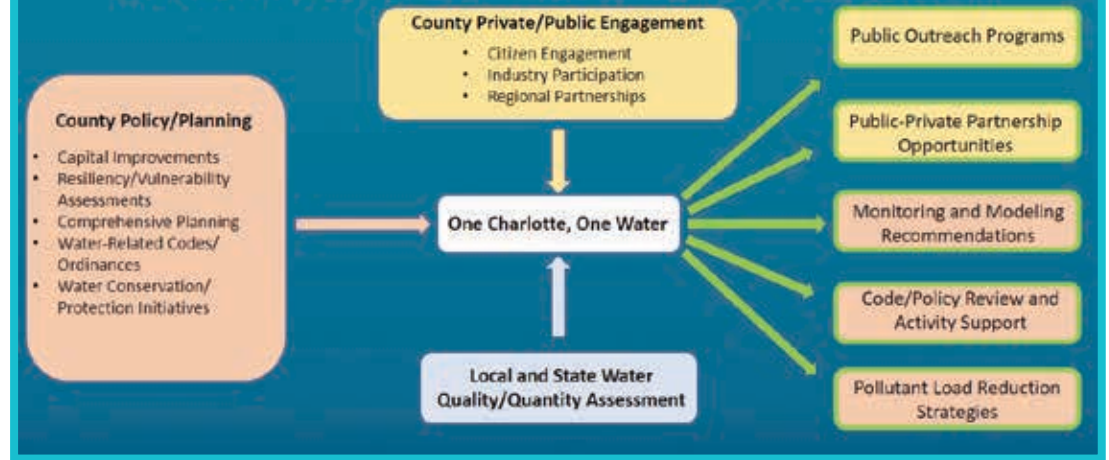
Water Quality

Economic & Community Development

The county continued its pace towards achieving the Bold Goal of implementing the One Charlotte, One Water Plan. June 2023 marked the completion of the first full year of the county's new ambient monitoring program, in which 60 locations throughout the county were visited monthly in order to determine general water quality characteristics in surface waters of the county. This effort is being compiled into a dashboard system that provides information on: water quality and rainfall trends at each location; visual descriptions and photographs of each samples collection event; and various tools that help users determine whether locations are or are not meeting applicable state water quality criteria. Future enhancements will include the ability to download raw data from the dashboard.



ONE WATER OPERATIONAL MODEL



Spring 2023 also saw the kickoff of development of the One Charlotte, One Water Plan, which aims to lay out a house to harbor approach for protecting the ecology, economy, and enjoyment of Charlotte County’s water resources. Environmental engineering consultants and contractors are working with the county on this effort, who will evaluate the county’s current water data collection efforts, water protection policy and planning activities in order to identify opportunities related to:

- Public outreach programs and policy
- Public-Private Partnership Opportunities
- Monitoring and Modeling Recommendations
- Code and Policy Review and Support of Department Initiatives
- Pollutant Load Reduction Strategies

Completion of the plan is targeted for Fall of 2024.

In addition, staff continues to present the work being done by the county to various citizen-led organizations and industry conferences, such as the Southwest Florida Ecosystem Restoration Team, the triannual CHNEP water quality summit, and various homeowner’s associations and school groups.



Awards

CC-TV Wins Emmy Award



CC-TV Television Production Specialist Tom Lloyd won an Emmy Award from the National Academy of Television Arts and Sciences Suncoast Chapter on Saturday, Dec. 10, 2022. Lloyd's Emmy was awarded for his Artist Showcase series of videos about Charlotte County artists. It was CC-TV's first-ever Emmy Award.

Cigna's Gold Healthy Workforce Designation

Cigna has selected Charlotte County as a recipient of their Gold level Healthy Workforce Designation for demonstrating a strong commitment to improving the health and well-being of its employees through a workplace wellness



program. Charlotte County's Wellness at Work program includes robust programs to support a strong organizational culture where well-being is embedded throughout the organization. Commissioners, administration and leaders value employees' and family members' well-being and are involved in supporting their well-being. The Wellness at Work program provides extensive resources that support whole person health, including each dimension of wellness: emotional, physical, occupational, social, spiritual, intellectual, environmental, and financial.



Human Services Best Practices Award

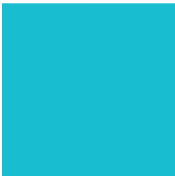
Human Services Department received the 2023 Florida Association of Human Service Administrators Best Practices Award for the Integrated Client Services Model that the center is based on.



PIO Earns Golden Post Award

The Public Information Office earned the Nextdoor Neighborly Award for our exceptional use of the social media platform during Hurricane Ian and for our consistent use of Nextdoor throughout the year. Nextdoor staff was impressed with the usage of the platform for Hurricane Ian posts and the comments and reactions from neighbors, showing how much the county's residents value their communications.

Ashley Turner, the Social Media Manager, received the award at the Government Social Media Golden Post Awards ceremony in May.



National Association of Counties 2023 Achievement Awards

The National Association of Counties Achievement Awards celebrated 53 years of county innovation in 2023. Charlotte County won Achievement Awards for the following programs:



- “What Would YOU Do?” Training
- Akimeka Lis/E-911 Address Match Project
- Annual Recreation Division Planning Session
- Art for All Ages
- Budget SharePoint Site
- Camp Operation Guidelines
- Community Services Connection Podcast
- Damage Assessment Surveys
- Damage Assessment Tracker Dashboard
- Emergency Shelter Operations
- Fall Fest Backpack Giveaway
- Family Services Center – Lunch and Learn Program
- Family Services Center – Partners Annual Outcomes Reporting Process
- Family Services Center – Virtual Tour One-Take Video
- GrantTracking Dashboard
- Guided Painting
- H.E.L.P. spay and neutering Program
- Hurricane Ian Regional Water Quality Monitoring
- Hurricane Ian Resource Guide
- Hurricane Ian Social Media Crisis Communication Response

- Internally Developed
- Computer Training Classes
- Introduction to Pickleball
- Lifeguard Training Scholarship Program
- Line of Sight Tours
- Mini Mondays
- My Neighborhood webpage
- Operations Manuals and Plans
- Post-Storm Site Planning and Usage
- Princess Tea Party
- Projections Workbook
- Recreation Division Training Guidelines
- Recreation Management Activities
- RV Program After Hurricane Ian
- Summer Camp Counselor Character Trait Program
- Teleworking Program
- Ukrainian Embroidery Celebration
- Vuspex Project-Virtual Inspections
- Walking Fitness

Master Gardener Volunteer Awards

At the 38th annual Florida Master Gardener Volunteer Conference held Oct. 16-19, 2022 in Orlando, Charlotte County Extension and Master Gardener Volunteers received recognition and awards:

- Charlotte County Master Gardener Donna Worthley received her 30 years of service award
- Volunteer Joyce Laubach won the Communications Award for gardening articles in Harbor Style Magazine
- Charlotte County won 1st Place in the extensive Plant ID competition – first time ever!
- Charlotte County’s Parks that Teach program was nominated for a Florida-Friendly Landscaping Award



Budget and Administrative Services

Fiscal

Efficient & Effective Government

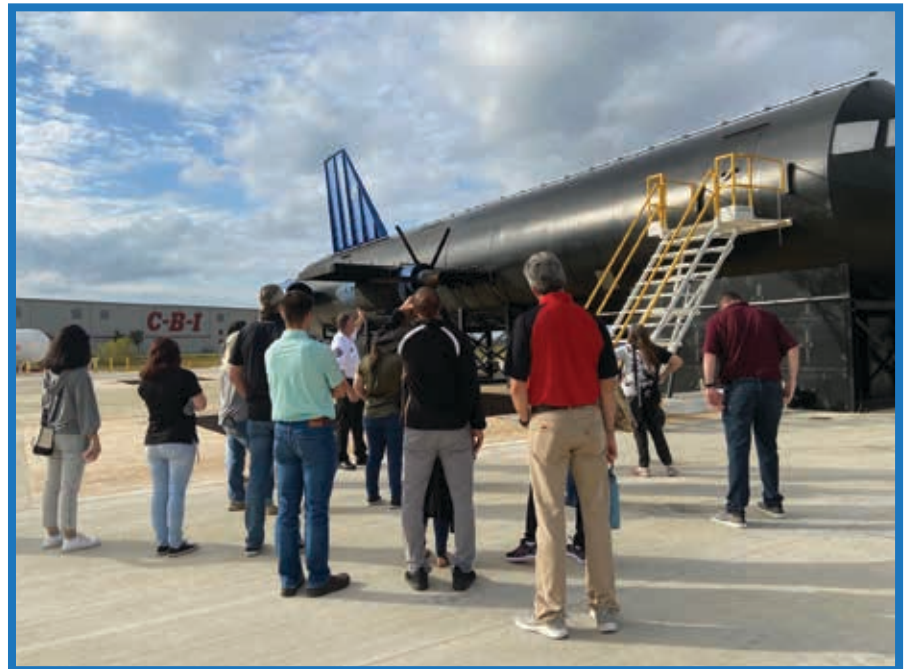
MUNIS Implementation

Fiscal Services has been working in conjunction with the Charlotte County Clerk of the Circuit Court and County Comptroller's Office on the implementation of the county's new Enterprise Resource Planning system, MUNIS, which will manage the county's day to day work activities such as accounting, budgeting, procurement, project and grant management, human capital, and payroll. Implementation is well under way. Throughout the past year, staff across departments have worked on process mapping, current and future state analysis, and module configuration. The county's new ERP will be state of the art, reduce redundancy and improve efficiency of work activities. The project is on schedule to go live with Financials and Human Capital in April and June of 2024, respectively.



Line of Sight

One of the initiatives to help achieve a Bold Goal of the Board is to increase Line of Sight for employees. Fiscal Services interprets this as ensuring that staff understand how their job duties impact all the county department's operations, contribute toward achieving Board goals and the impact they have on our community. As an internal service department, Fiscal Services understands the importance of line of sight for its staff. Although staff may sit at their desk completing analytical tasks, it is important for them to see the impact of their work in the community and to have a full understanding of the departments they service. This is key to ensuring Fiscal staff are prepared to provide the best financial services support to meet their customer's needs. In order to achieve this, Fiscal Services established a Line of Sight Committee with four members, each representing one of Fiscal's four core services. The committee's purpose is to seek out opportunities for Fiscal line of sight tours throughout the

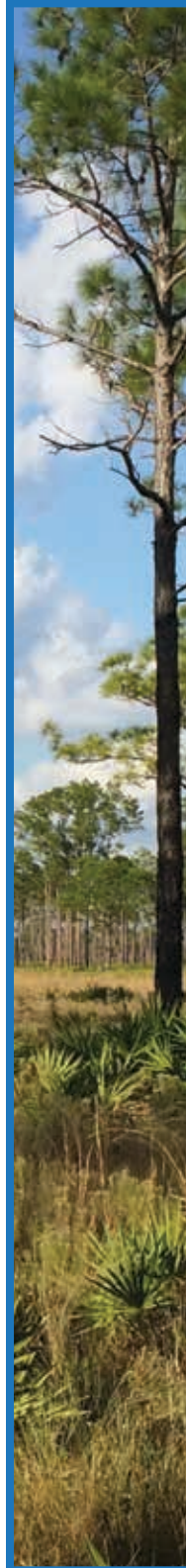


county. Fiscal Services has now completed many of these line of sight tours, including the Charlotte Sports Park, Fire Station 7, the Fire Training complex, a demonstration of the Public Safety Marine Units on the Peace River, a tour of the Babcock Ranch community and neighborhoods, the Charlotte County Landfill, Charlotte County Utilities' Eastport Water Reclamation Facility, presentations from Tourism and Economic Development, and most recently a demonstration of the county's new Aircraft Rescue and Firefighting aircraft prop simulator.

Hurricane Ian Recovery

Charlotte County Fiscal Services created a comprehensive Damage Assessment Tracking Dashboard of up-to-date damages incurred due to Hurricane Ian. This dashboard provides County Administration the critical information necessary for intelligent and informed decision making. The dashboard provides a central location for county employees to access hurricane damage data that is pertinent to their department. This, in turn, makes it possible for the rapid sharing of information to vendors, management, and other departments.

The information was fed into a SharePoint platform where we collected the necessary elements of information required by FEMA. The substantial amount of information created a need for a live interactive snapshot that provided Administration a quick insight of the damage assessment of each department and estimate costs of repairing the damage. For a visual effect, a map was added to show the areas of the County that sustained the most damage. We created a centralized system to bring all this data together in a way that provided a meaningful assessment of countywide damages. Additionally, we needed a way to track the recovery progress and manage the recovery efforts long term. We can now provide real-time access to hurricane status and recovery costs and efforts, allowing management, administration, and department personnel the ability to access critical macro or micro information. The platform facilitates synergy, continuity of effort, and confidence in making fact-based decisions. It is not only an



exceptional achievement, but was financially practical, timely created, and locally produced. It underscores Charlotte County as an organization with exceptional people, willing and ready to think outside the box, and provide the level of exceptional service our constituents expect from their government.

Fleet

Efficient & Effective Government

Vehicle/Equipment GPS

Fleet has contracted with a third-party vendor for all vehicle and equipment telematics. This venture has provided the ability to monitor all county assets for location, distance traveled, speed, DTC's, messaging, mileage, reporting and theft.

This system has shared access for departments to monitor with in their own divisions. It provides a geo fence resource for response and the ability to dispatch closer to needed service locations. The system operates off the 5G network 24/7 and will be a useful tool during and emergency event to locate and deploy.

Fuel Support and Monitoring

One of Fleet's ongoing missions is to provide fuel for all Charlotte County's operations which also includes during an emergency event. We are proud to announce Fleet supported all fuel needs for hurricane Ian, one of the largest storms in Florida history. This included all responders and supporting agencies pre, during and post storm. Fleet and support staff dispensed nearly 400,000 gallons during this event, this is in addition to our 900,000-gallon normal task.

During this event, we were able to gather enough data on critical and key areas of need. One of needs was the ability to monitor tank levels and locations of key equipment. Including shelters, generators, lift stations and equipment. We deployed wireless battery operated 5G level sensors on all critical fuel sources.

Information Technology

Efficient & Effective Government

Accele Migration

Information Technology worked with Community Development to move the main permitting system from our on-premise environment to the cloud. This was a multimonth effort to move 2,478,002 documents and 1,139,896 records. It involved detailed testing of 216 application types on the back office software, ipads and citizen access portal. It also involved the re-writing all of accelera related reports and modifying all accelera dashboards. The move was successfully complete in a single weekend and BCS was up and running ahead of schedule with few hiccups. The end result for our environment is that we are able to shut down 13 servers freeing up those resources for other applications.



My Neighborhood Citizen Portal

To make it easier for residents to find information on a variety of topics based on where they live, Information Technology, working with the Public Information Office, created the My Neighborhood page on the Charlotte County website at CharlotteCountyFL.gov. My Neighborhood provides citizens with a quick glance of their property information, familiarizes them with their elected officials and gathers details about public safety, law enforcement, flood zones, government services and community relevant information like school districts, zoning, parks, libraries and more. The site makes use of the county's extensive Geographic Information System database and pulls from a variety of sources to provide a one-stop portal to display all the relevant information pertaining to that property, along with available government services. My Neighborhood was awarded a National Association of Counties Achievement Award in 2023.



Damage Assessment

As a part of the preparation efforts for Hurricane Ian, Charlotte County Administration contacted the Geographic Information Services staff of the Information Technology Division to put together damage assessment surveys for reporting damages. Depending on the magnitude and impact of the event, quantifying damages is the first step towards recovery efforts and mobilizing FEMA funds. Using ArcGIS Survey123, the GIS team deployed multiple damage assessment

surveys and map-centric activity dashboards to track the progress. Additionally, post-processing automation tasks were implemented to extract the data and photos and incorporate additional data from other GIS layers requested by various county stakeholders including Emergency Management, Fiscal Services, and more. This project also was awarded a National Association of Counties Achievement Award in 2023.

Real Estate Services

Efficient & Effective Government

Surplus Property Sales

The Real Estate Services Division has completed the surplus sales process for parcels deemed surplus to County needs. In FY22/23, we successfully disposed of 16 properties, which also includes 5000/5054 Tamiami Trail (future site of Whiskey Joe's). The sale of these properties has generated \$4,418,829 in revenue and returned these properties to the tax roll, both funding mechanisms for infrastructure and general budgetary operations.

Utility Projects

In FY22/23, Real Estate Services has negotiated and acquired 17 parcels for lift station relocations and construction, five utility easements, and one license agreement for ongoing Utility Projects. These acquisitions assist with Utilities' 20-year Capital Projects and current septic-to-sewer projects.

Transit

Public Services

Communication

Transit worked with Radio Communications to purchase a bi-directional amplifier system to help improve radio frequency signal coverage. This system has significantly enhanced cellular and radio reception, allowing for more efficient communication between dispatchers and drivers.

Operating Post-COVID

Under a new contracted driver vendor in FY23, Transit continues to provide service to the public following the COVID-19 pandemic. In the past year, COVID restrictions were lifted by the Federal Transit Administration for public transportation providers removing the social distancing and masking requirements. Transit secured operating funds through the American Rescue Plan which is being used 100% for operating expenses without match, allowing Transit to continue to drastically minimize the impact of contribution from the general fund. Transit has successfully participated in and completed two extensive triennial audits with both FDOT and the FTA. In June, the Commission for Transportation Disadvantaged held their business meeting in Charlotte County. The Executive Director, CTD Commissioners and CTD staff visited the Transit facility and had a productive discussion with Transit management and MPO staff regarding local successes and challenges facing Transit agencies. In conjunction with Community Services, Transit is providing transportation for senior citizens taking part in Senior Trip Fridays departing from Harold Avenue Regional Park.



Community Development

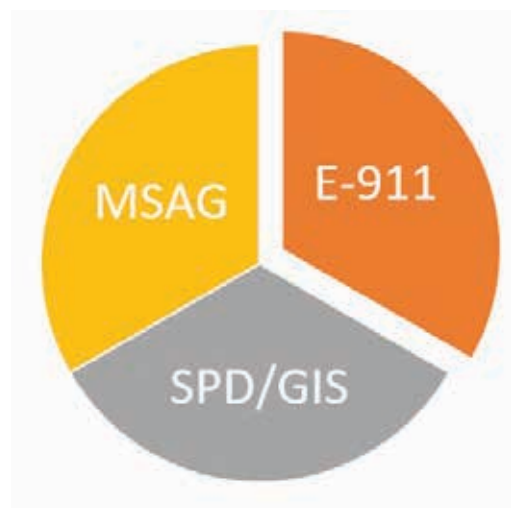
Advancements in Planning for Charlotte County

Efficient & Effective Government

Charlotte County's Evaluation and Appraisal Report became effective in this fiscal year. This came about after a challenge to the amendments and to some provisions of the Compact Growth Mixed Use Future Land Use Goals, Objectives, and Policies.



This CGMU Amendment lowered the ability for a property to petition for up to sixty five units per acre of density to fifteen units within west county. Following that, there was an application in Mid-County for use of the CGMU Future Land Use Map Designation, with a corresponding rezone to the recently-created Mixed-Use zoning classification for the property known as the Promenades Mall within the Parkside CRA. The Babcock Ranch Development of Regional Impact, has implemented the final portion of their DRI that will consist of 3,562 residential dwelling units 200,000 square feet of retail, and 80,000 square feet of office space.



Streamlining Inspections

Efficient & Effective Government

Community Development significantly improved the inspection scheduling processes. We developed a tool that automatically organizes inspection data. It finds new files, cleans the data, and arranges it by inspector. This makes it easier for our team to access and understand relevant information. This tool also handles errors effectively, creating an error report for quick problem-solving. This innovation has drastically reduced manual work and increased efficiency in our department.



Technology for Safety of Citizens

Public Services

Community Development worked with the Sheriff's Dept, including E-911 for the last three years to make life safety a priority using mapping functions, technology, and outside sources. An integral part of this process is the Master Street Address Guide (MSAG), a database essential for the routing of 911 calls. The MSAG ensures that every address in the county is correctly associated with its respective emergency service zones. By improving and maintaining the MSAG, we contribute to the efficient routing of emergency services and enhance the safety of our community.

Our continued commitment to refining our addressing systems, in collaboration with local departments and utilizing state-of-the-art technology, demonstrates our dedication to the safety and wellbeing of Charlotte County residents.



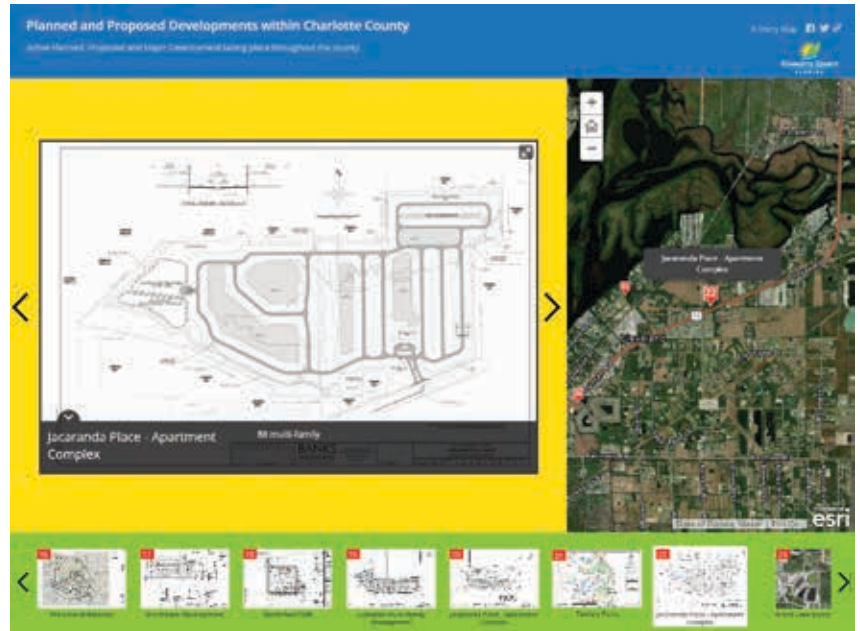
FEMA Maps Effective

Public Services

Community Development has successfully implemented new FEMA maps into our Geographic Information System (GIS). This achievement aligns with our commitment to maintaining a safe and healthy community, as outlined in our strategic plan. By integrating the updated FEMA maps, we can make informed decisions to protect our community, enhance public safety, and effectively manage our countywide infrastructure. This accomplishment demonstrates our dedication to efficient and effective government operations and ensures that our infrastructure meets our evolving needs while preserving our natural resources.

New Development Map Promoting Transparency

Efficient & Effective Government



This new interactive tool highlights the exciting new developments throughout the county, supporting our economic and community development goals. By showcasing these projects, we promote a diversified, growing economy while ensuring sustainable growth management and enhancing the quality of life for our residents.

Through improved communication and citizen engagement, this Story Map positively changes the image of government and fosters a transparent and accountable culture. We invite everyone to explore the Story Map and discover the transformative projects shaping the future of Charlotte County.



Community Services



Libraries and History Division

Public Services

Sunlight Mission

The Sunlight Mission Health Fair took place on March 25, 2023, in the former Cultural Center parking lot. Initially planned by the Port Charlotte Library for November 2022 to coincide with Homelessness Awareness Week, the event was postponed until Spring so community groups would be back on their feet and able to participate. The event was designed to provide resources and services for unhoused, low-income, and financially at-risk residents of Charlotte County. Next to the FEMA Disaster Recovery Center, service providers and BBQ volunteers greeted 189 attendees. Thanks to monetary and food donations, free lunch, live music, smoothies, and first aid kits were available for attendees. All told 29 community partners contributed to the success of the event providing free health screenings, vaccinations, showers, haircuts, clean clothes, and more.



Art for All Ages

The Division offered Art for All Ages at Port Charlotte Library in conjunction with Suncoast Campaign for Grade-Level Reading Remake Learning Days. With participation from local artists and businesses, patrons of all ages enjoyed tapping into their creative side as they dabbled in finger knitting, painting, drawing, and more. This event brought together families, businesses, literacy and art advocates for a fun-filled Saturday experience. Participants ranged from toddler to senior; all told over 400 people enjoyed this event.



Parks and Natural Resources

Infrastructure

Natural Resources Coastal

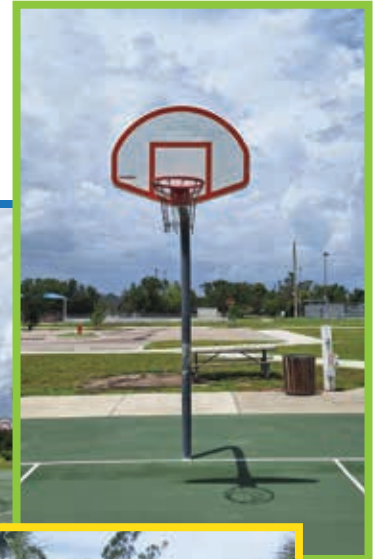
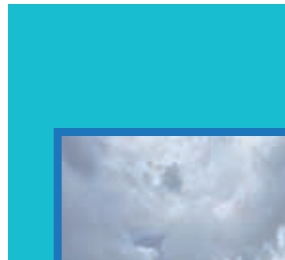
Parks and Natural Resources has initiated several living shoreline projects as an environmentally friendly alternative to traditional shoreline stabilization methods. Per the Department of Environmental Protection “Living shorelines are a shoreline stabilization technique that uses native plants, limestone and/or natural oyster breakwaters to control erosion, provide storm surge protection, provide substrate for benthic organisms, create habitat for marine animals, and improve water quality.” The three locations staff is currently researching (see attached map) are Bayshore Live Oak Park, Chester Roberts Park and Harbour Heights Park. Each park will

have a different type of living shoreline permitted and installed. The Bayshore Live Oak Park reef will be built using old oyster shells in bio-degradable bags. Chester Roberts Park will utilize reef balls from The Reef Ball Foundation. Harbour Heights Park is currently in design the replacement seawall incorporating a concrete mangrove cast mounted to the front of the seawall which should encourage more growth and benthic recruitment.



Ballfields

Parks and Natural Resources Ballfields staff completely refurbished all 40 basketball backboards and goals throughout the entire park system, along with a complete rebuild and consolidation of irrigation at Harold Avenue Regional Park that allows for more efficient irrigation and water use throughout the park.

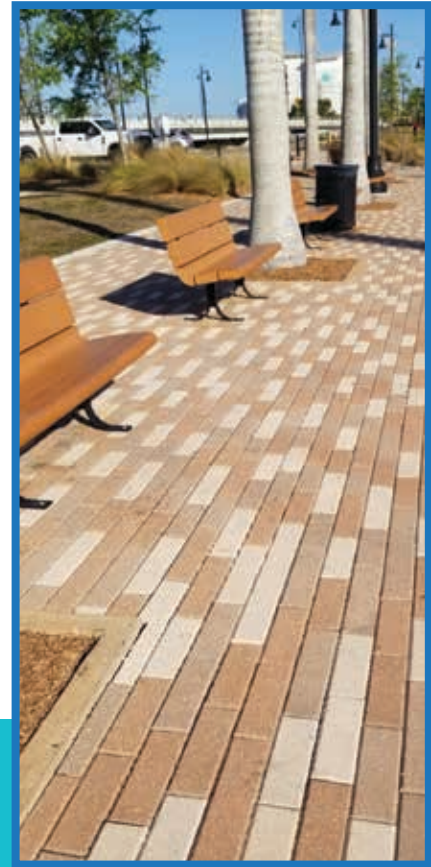


Land Management

This year Land Management staff conducted multiple native plant introductions at Cedar Point Environmental Park and Tippecanoe II butterfly garden. These plantings are designed to highlight our native flora and provide host plants and food resources for butterflies.

Parks

Parks and Natural Resources Parks Maintenance staff had a full year of double duty! Staff assisted with staging of Hurricane Shelters and supply transport, followed by post Hurricane cleanup throughout all 64 park locations. Once parks had their initial clean up and repairs for safe for public access staff shifted to combination of park-by-park deep cleaning and repairs while still providing daily park maintenance for our residents to get back out into our parks, supporting special events and repair projects such as tree preservation and safety repairs at Live Oak Point. Staff removed the heavy steel grates around the palm trees at Live Oak Point which had become a safety hazard and were starting to impact the growth of the trees. Staff removed the grates and filled these areas with mulch to give it a much nicer look and allow the trees more room to grow.



Special Projects

Fiscal year 2023 included the construction completion of Charlotte County's first set of dedicated pickleball courts. South County Regional Park expanded its amenities with the build out of 8 dedicated pickleball courts and an additional set of tennis courts that also allow for pickleball play. The project also included the addition of some much needed shade structures and a new shaded ADA compliant drivers stand for the remote control race car track. Cedar Point Environmental Center also received some upgraded interactive displays that educate the park visitors on the eco systems and animal habitats present at Cedar Point.

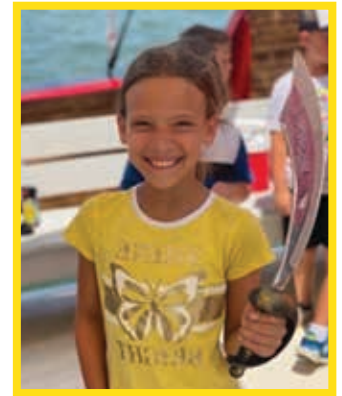


Recreation Division

Public Services

Summer Camp

Our 2023 summer camp program has 3,003 registered children ranging from kindergarten to 14 years of age. The recreation facilities hosting these camps were Tringali Community Center, Centennial Park, Harold Avenue Regional Park, and South County Regional Park. Fun activities this year included laser tag, pirate cruise, escape room, movie theatre, waterpark, water slides, and inflatables. This year all our camps were all traditional summer camps. Our guest speakers included Charlotte County Libraries, Drug Free Punta Gorda, MADD, Drug Free Charlotte County and UF/IFAS Extension Family Nutrition Program. There were 13 camp participants (seven families) who received scholarships through the Kid's Camp Connection to attend this year's program (\$5,066 awarded).



59th Annual Easter Egg Event

This year's Easter event showcased an Easter Egg-scurion Scavenger Hunt throughout Charlotte County Parks to lead and kick-off the Hippy Hop-along Drive-through event. Over 60 families participated in the scavenger hunt. Easter Eggs, gifts, and prizes were served to 330 cars at the annual Easter Event. An estimated 1,500 community members celebrated with the Easter Bunny at the drive-through activity. Social media included videos and photos that reached over 47,700 people and Instagram Reels which resulted in 3,382 views and reached 3,300 profiles. Community Services received over 30 donated Easter baskets and prizes from community members, groups, and sponsors. Community sponsors also provided over 1,000 in-kind donations and free samples during the event.



Learn To Swim

The Learn to Swim Program took place at Anne and Chuck Dever Regional Park, Centennial Park and South County Regional Park Pools boasting 289 total registrations and a total of attendance of 2275. Classes were held weekday evenings during spring and summer where the students learned a variety of swimming skills with water safety being the primary focus. The Recreation Division continued its partnership with the American Red Cross Centennial Program and awarded a total of 70 scholarships worth \$2,800.00 to Charlotte County families in need.



UF/IFAS Extension Service

Public Services

A Triumph in 4-H School Programs

In recent years, the 4-H program has experienced a remarkable surge in popularity within the educational landscape, offering students a wide range of experiential learning opportunities. This success story delves into the inspiring journey of 4-H expansion in school programs, focusing on the remarkable growth from 14 classes in the 2021-2022 academic year to an astounding 32 classes in the subsequent 2022-2023 academic year. With a focus on three unique programs, including 4-H Crafty Clovers, 4-H What's In My Cart, and 4-H Health in the Wilderness, this success story showcases the transformative impact of 4-H on young learners' lives.

In the academic year 2021-2022, the 4-H program had a modest presence in 14 classes across several schools. However, with the concerted efforts of passionate educators, administrators, and the 4-H staff, the program experienced exponential growth the following year. The commitment to offering engaging, multidisciplinary curricula became the driving force behind this extraordinary expansion.

The success of these programs can be attributed to the vision and perseverance of both Charlotte County educators and the 4-H staff who recognized the immense potential of engaging young minds through experiential education. By incorporating Science, Art, Math, agriculture, health, and outdoor skills into the curriculum, 4-H not only expanded students' knowledge but also instilled in them a passion for lifelong learning.



UF/IFAS Charlotte County Extension Master Gardener Volunteers Swept Awards at Annual State Conference



A delegation of 10 Master Gardener Volunteers (and one online), accompanied by the Extension Program Manager and the Florida-Friendly Landscaping™ Training Specialist attended the 2022 Florida Master Gardener Volunteer Conference held Oct. 16-19 in Orlando. This was actually the 38th annual Florida Master Gardener Volunteer Continued Training Conference. Volunteers increased their understanding of home horticulture taking of advantage

of educational opportunities filled with classes, networking, and fellowship. Recognition and awards were received: Master Gardener 30 years of service award, Volunteer Communications Award, First Place in the extensive Plant ID competition (first time ever) and Charlotte County's Parks that Teach program was nominated for a Florida-Friendly Landscaping Award.

Planting and Caring for your Young Citrus – the 'Sugar Belle'®

Growing citrus has been difficult for homeowners since the onset of Huanglongbing (also known as HLB), commonly referred to as citrus greening. Spread by an insect called the Asian citrus psyllid, this devastating bacterial disease that has been affecting citrus – both commercial and residential - since first discovered in Florida in 2005. Residents can now grow and enjoy citrus with 'Sugar Belle'®, a variety that appears to be winning the battle against the disease. Developed by the University of Florida, this mandarin citrus has been found to be tolerant to citrus greening, if it is properly planted and cared for.

During this past year, UF/IFAS Charlotte County has been participating in the federally funded UF/IFAS University of Florida Citrus Research and Education Center's grant "Citrus in the Home Landscape" to try successful mini-grove projects in residential settings. The goal of the research is to make Asian citrus psyllid and HLB mitigation tools available to home residents. One of the most important factors in the research has been finding a local cooperator.

The UF/IFAS and Master Gardeners developed a program "Planting and Caring for your Young Citrus," which was held on Feb. 22, March 22, and April 1 at Centennial Park Recreation Center. As a result of these sessions, 120 people increased their understanding of citrus greening, proper citrus planting and aftercare with special emphasis on keeping the citrus psyllid, the vector of citrus greening, off of their new 'Sugar Belle' trees. A total of 84 trees were distributed and are being installed across Charlotte County as part of the battle against this dreaded bacterial disease of citrus.



Facilities Construction and Maintenance

Bayshore CRA Parking

Infrastructure

The Bayshore CRA Parking Lot project includes design and construction of a surface parking lot and pedestrian promenade connection for public use. The project is located at the east end of Bayshore Live Oak Park. The parking lot design will be a stabilized subgrade and grass surface with associated drainage. The pedestrian promenade project is intended to provide connectivity and improve pedestrian mobility along the Charlotte Harbor Riverwalk. This connection will allow the public to access the Charlotte Harbor Riverwalk from Bayshore Live Oak Park. The new parking area and remodeling of the park is \$1.3 million in construction and has project completion date of August 2023.



Family Services Center Phase 2

Infrastructure

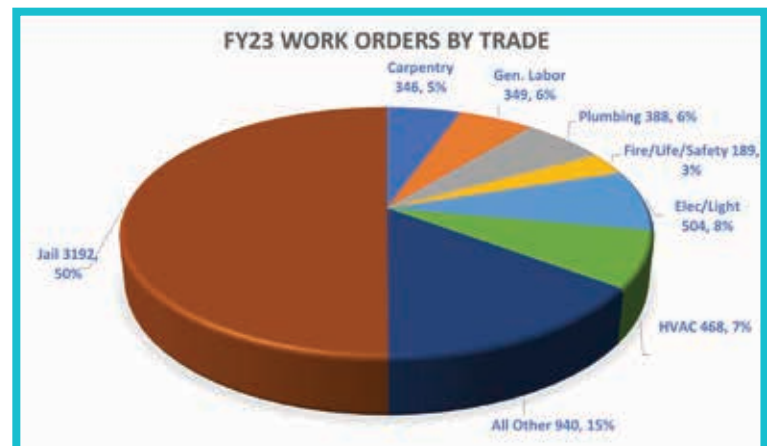
Construction is underway on Phase 2 of the Family Services Center complex. Phase 2 is the final phase within a master plan for the full realization of an integrated services model and the co-location of government health and human services as a holistic campus approach. This new 18,500

square foot building is currently under construction adjacent to the recently completed Phase 1 building on the Family Services Center campus. The new building will provide youth services, plus office and support spaces for community partners and staff of the Human Services Department. The site will also have outdoor play areas, a community garden, and a flexible courtyard gathering space. The project was designed by Fawley Bryant Architecture and is being constructed by Tandem Construction. Estimated completion of this \$10.9 million project is in late 2023.

Work Orders

Efficient & Effective Government

Work orders are among several mechanisms that Facilities utilizes to preserve and maintain the county's infrastructure. Almost 6376 work orders were submitted to Facilities from October 2022 until present. The Facilities Department receives work orders generated by two separate systems. Of the 6376 work orders submitted to date this year, 3184 were received through SharePoint for repair requests from all BCC departments and elected officials. The other 3192 work requests were originated by the Sheriff's Spice Works program for repairs at the jail.



The scope of work requested through work orders ranges from carpentry to general labor, plumbing, fire/life/safety, electrical/lighting, and HVAC as well as custodial, preventive maintenance, and other types of work requests.

Small Projects

Infrastructure

In addition to responsive and preventive maintenance work orders, Facilities also handles Small Projects. Small Projects are identified within the work order process and are not related to capital improvements. These projects require some form of project management which includes similar aspects of more inclusive large capital project management projects and the use of internal resource labor and services. These are examples of projects completed in FY23.

Live Oak Point Boardwalk Repair

Repairs to the Live Oak Boardwalk were performed as a result of damages incurred from a large storm event that happened in December of 2021 and then damages incurred from Hurricane Ian on Sept. 28, 2022. This project was completed in early 2023. Two individual precast cement slabs were knocked off the foundation. As a result, they broke and split and had to be manufactured and shipped to make repairs. The walkway lighting was also damaged and replaced. During the repairs vandals set fire to a portion of this path under the bridge which then had to be mitigated as well.

Grace Street Pharmacy

The County's internal health clinic program identified a greater need to be able to administer and dispense prescriptions for their customers. The Small Projects group was able to find space and then workshop with the Clinic Staff and Risk Management to identify their needs to deliver a project with adequate space adjacent to the Grace Street Annex Clinic operations. The employee clinic pharmacy was reconfigured and upgraded to improve operations.



Capital Maintenance Plan

Infrastructure

A Capital Maintenance Plan capital project was adopted for FY17 and beyond proving to be an efficient and effective method of planning for deferred maintenance, predictive maintenance, operational improvements, capital repairs and replacements, renovations, and other needed items. Sources of project items include Facility Condition Assessment database; former subject-matter based multi-site CIP projects; department-driven needs; and a pro-rated amount for unspecified but predictable needs of non-assessed structures. Budgeted annual funding is provided within Capital Improvement Projects Fund and allocated to accomplish these projects.



An internal task force of departmental stakeholders reached consensus to utilize a Construction Manager form of delivery to accomplish most of the work; however, depending on the scope of individual projects, other construction delivery systems may include the use of in-house forces, consultants, and existing annual trades contractors. Funding primarily comes from the Ad Valorem Capital Projects Fund, but depending on the purpose of the individual projects, funding may also be required from a variety of dedicated sources such as Fire Assessments, Gas Tax, Lighting District, Solid Waste, Utility, Transit, and Fleet.

Historical Courthouse Side Entrance Door Project

This project identified a replacement of historical period wooden doors due to the age and delaminating of the wood of these doors. The doors were specifically researched and procured to keep the historical value and period correct look for this replacement.



Jail Cooling Towers and Chiller

This project was identified as an end-of-life project and was replaced with a more efficient chiller and cooling tower with even more capacity built in as well.



Medical Examiner's Office Hurricane Impact Storefront Doors and Windows

This project was identified as a need to upgrade this facility, providing for protection of the window and storefront door openings, allowing for enhanced protection against wind borne debris in an event of a hurricane or large storm event.



Human Resources

Certified Public Manager Program

Efficient & Effective Government

Charlotte County partnered with Sarasota and DeSoto Counties to offer this program in coordination with the Florida Center for Public Management. The CPM is a nationally recognized management development program for public managers and supervisors. Public managers can acquire and apply best practices and theory to their management behaviors and strategies using prescribed sets of professional competencies. Charlotte County supports eleven participants in this first class offering.

Through the CPM, we are equipping leaders within our organization through best practices and increased training opportunities, in collaboration with other counties.



Total Compensation Tool

Efficient & Effective Government

This project involved creation of a total compensation tool that will educate employees and applicants in the major compensation and benefits offered by Charlotte County. In doing so, we increased the understanding and value of each benefit offered as part of total rewards.

Big Brothers Big Sisters Mentoring Program

Efficient & Effective Government

This program involves pairing high school students with a Charlotte County employee to provide one-to-one mentoring, career exploration, job and pre-employment skills, and a vision for their future. This program creates a positive environment where career exploration can happen in an actual work setting. This exposure may also create an internship or recruitment opportunity.



Implementation of the “Attract” Module for NeoGov

Efficient & Effective Government

NeoGov is a recruitment software that allows us to track and manage applicants interested in career opportunities. This project is meant to transform our recruitment initiatives from a reactive to proactive approach using the “Attract” software module. This project reduces days to fill and better aligns the available candidates to our needs.

Human Services

Family Services Center

Public Services

The Family Services Center Phase I completed its first full year of being open to the public. This award-winning facility now provides office space for two divisions of the Human Services Department, plus 11 other non-profit partners or government agencies. Over 60 employees began sharing their work, expertise and organizational resources to better serve residents in need. To ease staff into the new work environment, five working committees were



formed: Administration, Communication, Safety/Operations, Integrated Case Management, and Grants. The committees are comprised of County and Partner staff who have worked together to streamline FSC policies, coordinate resources and programs and collaborate on special events. The success of the integrated client service model, has resulted in 10,122 clients being provided a path to finding the funds or programs they needed in 2022. Additionally, other County departments, community partners and non-leased agencies are becoming familiar with the FSC and due to its centralized location are reserving conference rooms, the teaching kitchen and interview rooms for meetings, workshops and special events.

State and National Recognition

This year, Human Services received the 2023 Florida Association of Human Service Administrators Best Practices Award for the Integrated Client Services Model that the center is based on. The department also received three National Association of Counties 2023 Achievement Awards for work completed at the Family Services Center:

- **One-Take Video**

Staff from the county as well as partner organizations teamed up to create a fun-filled video that has given the community a quick glimpse of what goes on in the Family Services Center: www.tinyurl.com/one-take-fsc



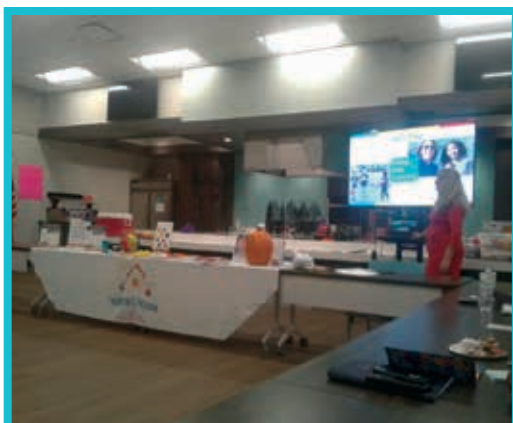
- **Annual Partners Outcome and Reporting Process**

The FSC serves as the new home to several outside non-profit organizations, rent-free and with the understanding that they abide by a shared mission and vision and participate FSC Logic Model. To evaluate partner compliance, an annual Partner's Reporting Process was created to provide Human Services staff with a means to gauge how well individual organizations performed and adapted to integrating their staff and resources into the new work setting. Data collected from partners was uploaded into power BI to create an informative presentation given to the to the Board of County Commissioners showing that government and non-profits can successfully co-locate, integrate client services and experience a cost savings. Approximately \$350,000 was saved by non-for-profits, that could be used to expand programming or reduce time spent on additional fundraising.



- **Lunch and Learn Program**

To help the combined staff learn more about each other's work, a Lunch and Learn program was established with a goal of meeting once a month. A speaker or team from one of the non-profit partners, government offices or a connected program, provides a short 45- 60 minute presentation followed by a question and answer period. Participants are effectively introduced to new colleagues, resources and services offered by each group and if time permits, they take part in interactive exercises. The sessions are held in the Teaching Kitchen at the Family Services Center during the lunch hour, where people can casually eat their lunch or have a snack while building their knowledge and skills as part of the broader human services workforce.



Valerie's House
OUR VISION IS THAT NO CHILD WILL GRIEVE ALONE.
The mission of Valerie's House is to help children and families work through the loss of a loved one together and go on to live fulfilling lives.

HOPE and COURAGE
Valerie's House Kids...

- "I'm happy at Valerie's House. It's a special place."
Deja, 9
Grandmother died
- "It's not sad here, there is a lot of hope."
Abel, 9
Mom Died
- "I felt alone until I came to Valerie's House."
Katie, 12
Mom Died
- "Losing someone we love is really hard. Our friends here understand us."
Izzy, 17
JJ, 18
Mom Died



Phase II Groundbreaking

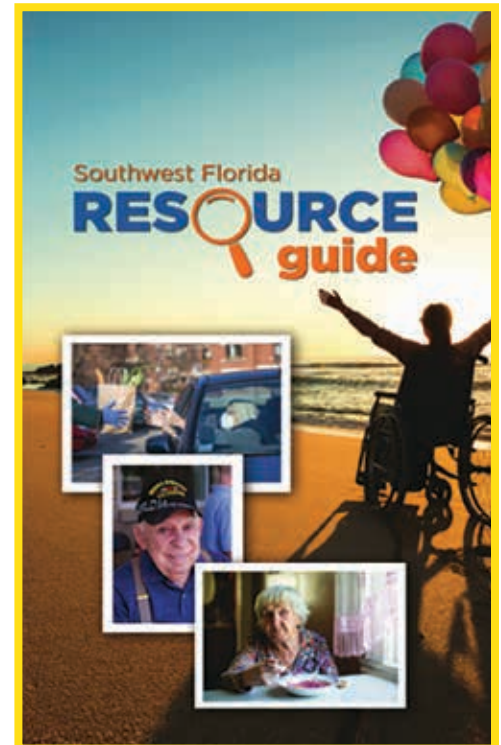
On Tuesday Nov. 29, 2022, the Charlotte County Board of County Commissioners joined the staff and partners of the Family Services Center and the projects' design and construction teams to break ground for its Phase II building. Phase II will expand the footprint of the Center by providing a permanent youth component for the Boys and Girls Club and leased space for additional community partners. New partners will agree to abide by the shared mission and vision of the Center and engage in the County's award-winning Integrated Client Services Model. Phase I and II will be connected by a landscaped walkway and on the west side of the Phase II building, there are plans for a children's playground and a community garden. The \$10.9M project is being funded by the voter-approved 1% local option sales tax program. The completion date for this project is November 2023.

Resource Guide for Aging, Disabled or Veteran Residents

Efficient & Effective Government

In early 2022, the Community Action Agency Advisory Board Ad Hoc Committee identified the need for resource guide to assist elderly, caretakers and Veterans. The guide will be published and available in August of 2023. While an online version of the guide will be available, printed copies allow residents that do not engage with or have access to technology to easily navigate available resources and options for assistance.

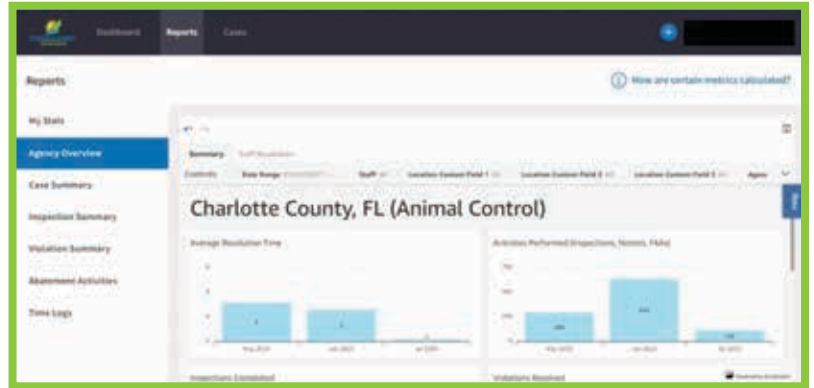
Ensuring that all residents have the opportunity to engage with organizations and essential services is critical to empowerment and independence. This resource guide is an essential tool to enhance accessibility, knowledge, and support so that all individuals can lead fulfilling lives. Resources listed include healthcare, social services, support groups, financial assistance, etc.



Animal Control Accomplishments

Efficient & Effective Government

Charlotte County Animal Control has integrated new computer software Comcate into their operations. This cloud-based software is designed specifically for animal service agencies, helping Animal Control to streamline case management and replace outdated processes. It provides data analytics, mobile field access for staff and up-to-date information in real time with GIS capabilities, pre-uploaded violations, and the ability to tap to select location, making it easy for Animal Control Officers to document developing situations while on patrol. This helps greatly with ‘flagging’ addresses of concern for dangerous dogs and repeat offenders helping staff make better informed decisions for better and safer outcomes. This project relates to the goal of effective and efficient government by streamlining case management.



Aircraft Rescue and Firefighting Training Simulator

Public Services

The Aircraft Rescue and Firefighting Training Simulator, or ARFF, is now operational. The initial State grant solicitation/award dated back to 2017 with the official groundbreaking in May of 2021. Construction was completed in September of 2022 and the ribbon cutting in November of 2022. Many departments within Charlotte County government assisted with this incredible project.



The primary role of the ARFF Training Simulator is to provide annual training to airport Firefighter personnel, but Charlotte County’s commitment reaches much further. This simulator will enable new firefighters to obtain ARFF Certifications as well as recertify existing ARFF firefighters from across the state of Florida and beyond through federally regulated continuing education. Our facility is only one of two in the State.



The ARFF training programs established by Charlotte County Fire & EMS help prepare responders for response, hazard mitigation, evacuation, and rescue of passengers and aircraft crews involved in emergency incidents. These programs satisfy all the necessary Federal requirements of certification and training. The instructors are frontline responders with the tools and knowledge to provide the highest level of instruction to attending students.

The simulator is a state-of-the-art full-sized aircraft simulator that mimics the average size of an aircraft occupying most airports: it is 98 feet long, has a 64-foot wingspan, an 11-foot-high passenger compartment, and a 55-square-foot cockpit. The design is representative of a modern narrow-bodied aircraft that combines the features of an Airbus A320, Boeing 737, a De Havilland DHC 8 and Bombardier CRJ900 aircraft, representing the aircraft most frequent to our airport and the region. There are 4 door types, 4 engine types, a touch screen control system within the control room and many additional redundant safety features. The aircraft simulator offers both exterior and interior fire scenarios, including passenger area fires and cargo fires. This simulator offers the most realistic training available at the highest level of safety possible.

The simulator is fueled by an 18,000-gallon propane fuel tank. The main command and control building has restrooms and showers. In addition, a covered area is provided for use as an outdoor classroom. The water used on the prop is an environmentally friendly reclamation system that reuses water for cooling the aircraft during fire scenarios.

Benefits of the simulator include improved training, increased safety, Insurance Services Office credit, and cost savings along with the opportunity for revenue. This partnership between the State of Florida and Charlotte County will increase the safety of our residents, visitors, and fire personnel involved in aircraft emergency incidents.



Emergency Management

Efficient & Effective Government

The Office of Emergency Management completed updates to existing Continuity of Operations Plans for all disaster partners and assisted with creation of plans for departments and agencies that did not have existing plans. These plans became vital for those agencies that experienced disruptions to their facilities due to Hurricane Ian. As departments and agencies experienced damage to their facilities or were unable to communicate to all members of their organization, they utilized their individualized COOPs as playbooks to move forward for the resumption of critical services.



The Office of Emergency Management operated the Emergency Operations Center and coordinated the response and recovery to strong category 4 hurricane Ian which damaged or destroyed thousands of Charlotte County homes and businesses, left an indelible mark on the environment and resulted in nine direct fatalities. Hurricane Ian tested both our employees and community and by coordinating closely with internal and external stakeholders, regional partners and statewide and federal entities; immediate response and recovery was executed in a timely and efficient manner.

Fire & EMS

Public Services

Standards of Cover



As part of a holistic approach to ensure the Fire Department is meeting the needs of the community, Charlotte County Fire & EMS completed a Standards of Cover in early 2023. A complete review of the organization was conducted and has provided validation of current deployment strategies for staffing and station locations along with policies and procedures that are well-positioned and focused appropriately. In addition, the Standards

of Cover has provided an immense amount of data that has been paramount to the preparation of Fire & EMS system planning in order to adequately address ongoing growth within the County.



Strategic Plan

Charlotte County Fire & EMS completed its community-driven strategic plan in February 2023. Community partners along with members from the Fire & EMS Department held a three-day strategic planning session that evaluated organizational strengths, weakness, opportunities, and threats. The strategic plan was developed to provide an inclusive continuous improvement framework to address existing gaps and variations for each functional area of the department. The five functional areas included Community Risk Reduction, Administration, Training, Operations, and Logistics. Included in the strategic plan are desired outcomes and yearly strategies to accomplish.



Public Works

Mosquito and Aquatic Weed Control

Efficient & Effective Government

Heat Map

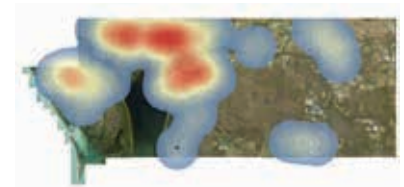
The heat map data applies to both efficient and effective government as well as public service. The ongoing map and data entry allows the mosquito control division to know where the prevalence of mosquitos can be found historically. For example, if we need to know where the largest *Aedes albopictus* populations have been found or where the largest populations of indigenous *Anopheles* mosquitoes are found we can view the area in a graphic format. By adding trap data from previous years, the map is further refined for accuracy. Knowing where specific species are usually found can help with treatment and reduce the potential of disease being picked up or spread.

A salt marsh hotspots project is ongoing to identify pockets of salt marsh habitat near residential areas through aerial images and site visits.

Aedes pertinax



Psorophora columbiae



Solid Waste

Public Services

Illegal Dumping

The Solid Waste Division continues its proactive program to enforce and prosecute illegal dumping throughout the county using current best management practices. This program has significantly reduced dumping throughout the county and continues its vigilant efforts which have resulted in a year to date of 335 cases investigate and 20 felony arrests. Additionally, the team assists in cleanups of homeless camps throughout the county in cooperation with the Sheriff's Department.



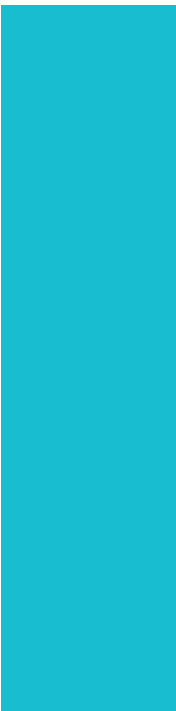
Hazardous Waste Compliance

The Hazardous Waste Compliance team overcame the challenges of Hurricane Ian and continued performing their annual inspections of businesses in Charlotte County that generate hazardous waste. Despite all the obstacles, 282 businesses were inspected exceeding the State requirements and submitted the report to the Florida Department of Environmental Protection prior to its deadline of June 30, 2023. The program is mandated by the state and ensures that businesses are disposing and handling hazardous waste properly as well as educating them on current disposal and handling methods.



Keep Charlotte Beautiful

Keep Charlotte Beautiful had another successful year despite setbacks resulting from Hurricane Ian. Conducting 87 cleanups collecting over 83,000 pounds with 1,340 volunteers whose value equaled \$123,993. They hosted the annual electronics recycling event that includes shredding as well as an opportunity to dispose of old medication with the assistance of the Sheriff's Department and donations of food for a local food pantry. KCB was also involved the public school system providing environmental education and conducted the recycle bowl, rewarding participating schools that recycle the most, while educating youth on proper recycling in the community. Additionally, KCB conducted the annual calendar art contest where students draw environmental related pictures to compete for the cover page as well as well as art to cover each month of the year.



Engineering

Infrastructure

San Domingo Boulevard Pathway

This is the final phase of South Gulf Coves Pathway CIP giving them approximately 19 miles of 10' pathway. These pathways make South Gulf Cove a more walkable community and provides a safe place to be active. The Board of County Commissioners has placed an emphasis on infrastructure throughout the county and this project highlights that goal to enhance a community while making it a safer and better place to live.

- 4800 Linear Feet of 10' pathway
- 15 Cubic Yards of gravity wall/end wall
- 1 storm structure
- 464 LF of storm pipe



Manasota Key Beach Restoration Monitoring

The project includes providing erosion control and shoreline stabilization measures including beach nourishment, maintenance dredge bypassing, and stabilizing structures for over eight miles of eroding gulf and inlet shorelines within the Manasota Barriers, Sarasota County and Charlotte County.

This fiscal year was the third annual monitoring of Manasota Key and South Beach Fill projects. The work accomplished was the MK Annual Physical and Biological Monitoring as well as the permit-required beach tilling prior to nesting season.



Stump Pass Maintenance Dredge Annual Monitoring

The Charlotte County Erosion Control Project was designed to provide erosion control and shoreline stabilization for approximately 5,000 linear feet of beach on Stump Pass Beach State Park and Don Pedro/Knight Island.

This is accomplished by the routine maintenance dredging of the Stump Pass Navigational Channel to a permitted alignment. The FY22 project removed roughly 200,000 cubic yards of sand, cutting off the tip of the spit that regularly forms on Stump Pass State Park, and placed 100,000 yards north and 100,000 yards south of the pass. Atlantic Gulf and Dredge began working in December and completed the job in June 2022.

This fiscal year was the first year Post Construction monitoring of Stump Pass and North Beach Fill projects. The work accomplished was the Erosion Control Project Annual Physical and Biological Monitoring as well as the permit required beach tilling prior to nesting season.



Maintenance and Operations

Infrastructure

Little Farm Road

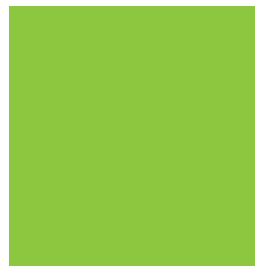
This project was a result of Board of County Commissioner direction to find alternatives to the slough on Little Farm Road. ARPA (American Rescue Plan Act) funding was granted in 2022 and in February 2023 staff installed four 24 x 27-inch equalizer pipes and reconstructed approximately 206 feet of road converting the existing slough. The pipes provide equalization for the ponded water on the north and south sides of Little Farm Road allowing water to flow in either direction. This aligns with the Bold Goal of ensuring a culture of continuous improvement by conducting drainage enhancements and addressing community needs with the resources available.



MSBU/TU

Efficient & Effective Government

Staff has held 71 MSBU/TU Advisory Board meetings in FY23 and participated in community outreach meetings with Community Development on the Gulf Cove Community Plan, the Gardens of Gulf Cove POA, Englewood East HOA, Rotonda West Association, and 3 local Realtor Boards; these meetings are a great place for citizens and those who serve our community to speak about the topics that concern the MSBU-TUs they live in. This aligns with the Bold Goal of increasing line of sight; the public has the opportunity to pose questions and learn about current and future Public Works programs and projects.



Tourism Development

Efficient & Effective Government

Despite the impacts from Hurricane Ian, which has resulted in a lodging inventory deficit throughout FY23, tourism has managed to hold its own. It is important to note that tourist development tax generation mirrors overall visitor expenditures and total economic impact which directly supports the entire hospitality industry and as a result, helps strengthen the Board's strategic focus area of Economic and Community Development. But it's not only the visitor expenditures that are part of achieving this goal, tourism helped to support over 13,200 jobs and saved the average household \$1,083 on taxes last year. In addition, visitor expenditures contribute significantly to sales taxes including the 1% local option sales tax, which has been responsible for funding a variety of infrastructure, public safety, and quality of life projects throughout the County. The most recent STR report, which provides a variety of metrics related to our local hotel industry and how it compares to our in-state comp set, Charlotte County's hotel occupancy gains far outpaced our comp set as compared to the same time period last year. In addition, our increase in average daily rate, which reflects overall demand and positively affects visitor expenditures, has continued to climb with Charlotte County seeing the highest increase within our comp set in the most recent report, while some others even experienced decreases in average daily rate.

With the upcoming addition of Sunseeker Resort to our lodging and meetings venue inventory, along with a multi-pronged plan to attract more international visitors who typically stay longer, spend more, and visit during our shoulder seasons, the future of tourism in Charlotte County is indeed bright.



The Charlotte Harbor Gulf Island Coast

Marketing

Efficient & Effective Government

With major marketing projects completed in 2022, namely the redesign of the website, visitor guide and a new advertising campaign, this year we continued to enhance those tools and expand our marketing efforts focused on attracting high value visitors from a variety of new market segments including destination weddings and the meetings market.

New initiatives on the technology side included adding a digital asset management system to make it easier for staff and media to access our photo and video assets. We also added 360-degree virtual tours to the listings on our website PureFlorida.com.





A leisure sales brochure was developed to support our leisure sales efforts with tour operators, wholesalers, and retail travel agents. The brochure introduces our destination to these valuable business partners within the travel industry that promote destinations and experiences to their clients to include highlights on the things to do, the accommodation options and overall reasons to visit Punta Gorda/Englewood Beach.



To support sales for the meetings market and the anticipated opening of Sunseeker Resort Charlotte Harbor, a meetings brochure was developed for use when interacting with meeting planners. This piece introduces Punta Gorda/Englewood Beach as a meetings destination on a national scale as we expand our marketing efforts.



We continue to build our library of photography and video assets to support our expanded efforts to attract meetings and conferences, small groups, destination weddings, vacation rental enthusiasts and the general consumer market.

We target potential visitors on several different levels with our marketing efforts. Whether growing or strengthening our brand awareness, or by delivering the right message at the right time to travel intenders, we strive to attract visitors with a strong lifetime potential value to Charlotte County.

Sports Market Development

Efficient & Effective Government

In the beginning of our fiscal year, Oct. 1, 2022, we were challenged to attract out-of-town sports tournaments to Charlotte County and cancelled eighteen scheduled tournaments due to Hurricane Ian. With the amount of damage to our public sports parks, it was imperative to shift gears quickly to attract only the sports that could fit within venues that either rebuilt quickly or provided the ability to still accommodate them. Below is an example of just some of the tournaments and venues that were able to support our struggling hotels, restaurants, and attractions.

PicklePlex of Punta Gorda

- o 9 - National, International, Regional and State Tournaments
- o 4 - Broadcasts live streaming and one on ESPN and CBS Sports showcasing the destination as still open for business
- o 2,193 National and International Athletes
- o 5,762 Short term accommodation room nights
- o \$5,837,000 generated in Economic Impact



Centennial Park Pool

- o 5 - Events and NCAA swim training
- o 1,085 National and International athletes
- o 1,710 Short term accommodation room nights
- o \$2,363,000 generated in Economic Impact



Centennial Park Baseball Fields

- o Snowbird Baseball Classic - NCAA Division I and Division III scheduled games
- o 1,500 National athletes
- o 10,770 Short term accommodation room nights
- o \$13,691,000 generated in Economic Impact

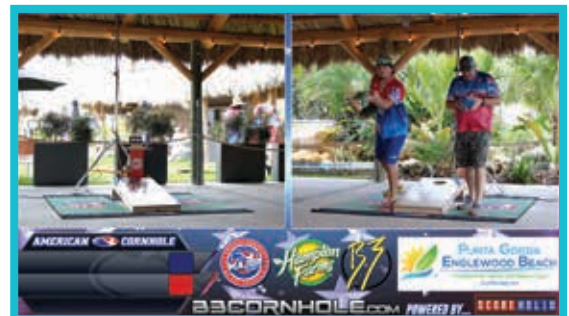


Charlotte BMX Track

- o USA BMX Florida State Championship and Florida Gold Cup State Qualifier
- o 1,016 State athletes
- o 1,912 Short term accommodation room nights
- o \$2,328,000 generated in Economic Impact

Four Points By Sheraton Punta Gorda Harborside

- o American Cornhole Organization Gulf Coast Classic and Pro-Invitational
- o Broadcast Live Streaming with National Radio Broadcasting
- o 220 National and International athletes
- o 967 Short term accommodations room nights
- o \$1.1 million generated in Economic Impact



To recap, despite the negative effects of Hurricane Ian, sports tourism business through the month of June has produced over \$25 million in total economic impact and over 21,000 room nights by welcoming over 6,000 athletes plus family members to our destination. In addition, the sports development department was able to reschedule the vast majority of cancelled events for future dates to take place later this year or next fiscal year.

Meetings and Conventions Market Development

Efficient & Effective Government

Meeting and convention business continues to grow in Charlotte County with the opening of Sunseeker Resort scheduled for October 2023. Charlotte County can now offer meeting planners over 100k square feet of meeting space, 2,000+ hotel rooms, unique off-site venue options, and an ever-growing number of attractions and dining experiences for attendees, giving the county the opportunity to attract more and larger conventions. The Tourism Department developed a meetings incentive program focused on the slower leisure tourism months of May through December to increase tourism spending during these months through meetings and conventions and to keep us competitive with other destinations offering incentive programs.



For FY23 to date, the Tourism Department has been involved with booking meetings totaling 7,014 total hotel room nights and generating over \$7.1 million in total economic impact to the county. Of these 7,014 room nights, 5,681 room nights occur between June and December. It is worth noting these meetings have been booked prior to Sunseeker opening. Feedback from hard hat tours of Sunseeker has been excellent as has planners' feelings about the destination.

Some of the larger conference bookings include:

- Leadership Florida Annual Meeting – (June 2024) 1,734 total room nights, 600 attendees
- Violand Management Associates – (November 2023-2025) 816 total room nights each year, 275 attendees
- US Sports Congress – (December 2024) 853 total room nights, 245 attendees

World-Class Amenities. Waterside Charm.

CHARLOTTE HARBOR EVENT & CONFERENCE CENTER
 Located in Historic Downtown Punta Gorda on the banks of Charlotte Harbor, discover 44,000 square feet of flexible event space, including an 18,000-square-foot Social Lawn, and waterfront views from The Main Hall.

Features

- Over 100 meeting rooms
- 1,500 general event capacity
- 1,800 general event capacity
- Catering service by SMOOR
- 400 hotel conference rooms & suites available
- Waterfront Social Lawn with green lawn
- High-speed internet access and free Wi-Fi throughout the facility
- Choice of indoor or outdoor seminar

PALM ISLAND RESORT
 For a truly one-of-a-kind gathering, meet on a barrier island in the Palm Island Resort. Enjoy view, fun, and first-class amenities. Resort amenities include: Meeting space, A/V services and equipment, catering, on-site restaurant, swimming pool, access to golf course, tennis courts and a breathtaking beachfront setting. Barrier island is accessible only by our ferry or water taxi.

Meeting space: 1,300 sq. ft., 1,100 capacity (theater style)

MORE PLACES TO Meet

FOUR MONTHS BY BIRINGTON - PUNTA GORDA HARBOURSIDE • Rooms/Suites: 190 • Meeting Space: 1,377 sq. ft.	THE 41VVEN - AN ABOVING COLLECTION HOTEL • Rooms: 21 • Meeting Space: 300 sq. ft.	SPRINGHILL SUITES BY HARRIOTT PUNTA GORDA HARBOURSIDE • Rooms/Suites: 154 • Access to Spa, Conference Center	PI WATERFRONT HOTEL & SUITES • Rooms/Suites: 141 • Meeting Space: 10,000 sq. ft.	THE SUITES AT FISHERMAN'S VILLAGE • Suites: 41 • On the water with shopping, dining, and entertainment.
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Leisure/Travel Trade Market Development

Efficient & Effective Government

The Punta Gorda/Englewood Beach Visitor and Convention Bureau has secured the services of international representation firms for the German and United Kingdom markets. The selected firms will serve as an extension of our office by strengthening awareness of our brand while showcasing the amazing assets we have to offer potential international visitors. They will provide year-round support of our overall mission by working closely with our sales, marketing, and public relations staff to help generate business through earned media, tour operator education, and marketing initiatives. While we were the only destination south of Tampa on the west coast of Florida without international representation, the significant increase of our tourist development tax collections over the past two years, along with an increase in resort assets and luxury vacation rentals, have positioned us to appeal to the international traveler that looks for upscale extended-stay accommodations.



In addition to these international sales and marketing efforts, we will continue to focus significant effort on domestic leisure sales by attending consumer shows in key markets such as Chicago, New York, Boston, Atlanta and/or Washington D.C. In FY23, staff attended the Travel and Adventure Shows in Chicago, Boston and Washington D.C. which provided the opportunity to interact one-on-one with many of the tens of thousands of vacation shoppers in attendance and distribute over 2,000 visitor guides. Increasing awareness of the destination and providing customized information goes a long way in selling a destination particularly to first-time visitors. Efforts like this are very instrumental in attracting the nearly one million travelers who visit Charlotte County each year.

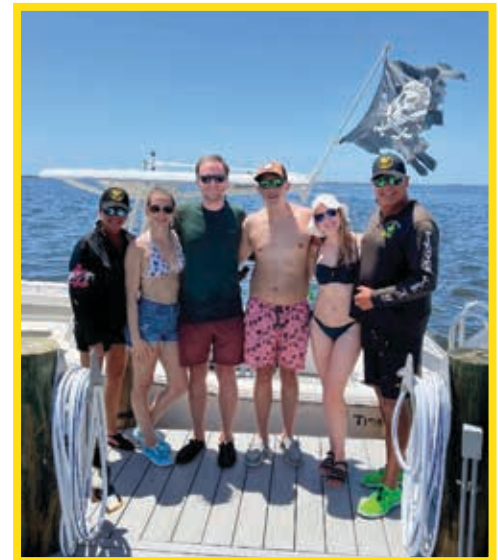
Public Relations and Social Media

Efficient & Effective Government

The tourism department hired a new Public Relations Manager who started February 2023 and restructured our social media responsibilities to our contractor of record.

Through increased social engagement, strategic posting of relevant images, messaging, and videos, our social media metrics have all experienced positive growth.

We hosted six travel writers and journalists since February 2023. This is an opportunity to create content marketing and promote Punta Gorda/Englewood Beach and our industry partners all over the United States and Internationally. These travel writers and journalists came from New York, California, West Virginia, Minnesota and Canada, with one Australian travel writer who now lives in Seattle. These writers have a reach of over 2 million followers through their social media accounts, blogs, and online magazine articles.



Utilities

Manpower Study

Efficient & Effective Government

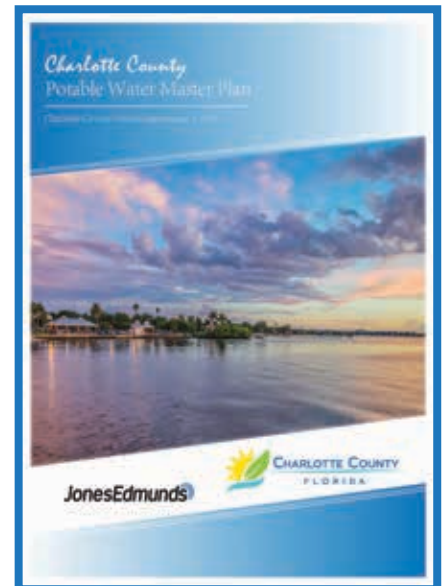
The Utilities department worked with an outside consultant to complete an evaluation of all manpower within the department. The evaluation involved surveys and conversations with all different divisions within the department. Discussion topics included:

- Employee job descriptions.
- Opportunities for improving employee efficiency.
- Evaluation of staffing levels in relation to industry standards.
- Re-organization within the department for better alignment to improve efficiencies and better follow best practices.

Potable Water Master Plan

Efficient & Effective Government

The Potable Water System Master Plan was created to help the department plan for future growth and develop a strategy to develop projects to meet the projected growth within the County. The plan also identified areas within the County where improvements to existing systems might be needed due to age or undersized infrastructure.



CCU Booth at the FWRC Conference

Public Services

The Utilities department set up a booth at the Florida Water Resource Conference. This booth was staffed by employees and was utilized to introduce Charlotte County Utilities to everyone, explain and positions we have open, what projects we have coming up for construction, and what projects we have coming up for design.



Water Quality Improvement Projects (Septic-to-Sewer)

Infrastructure

The Ackerman project started in April 2021. The vacuum station is fully operational, Zone 1 water main replacement and vacuum sewer are completed, and on-lot connections began in June. Zone 2 water main replacement is completed, and the vacuum sewer is under construction. Zones 3 and 4 and the Low-Pressure Sewer section are fully designed and are expected to go out to bid in early 2024.

The project is expected to be complete by 2027, and approximately 1,800 properties will be converted from septic to central sewer system.

The Lakeview Midway project is in the planning phase, with an anticipated construction start in 2025. This project will service approximately 3,400 properties from septic to central sewer. The project also includes new water service lines and a vacuum station. Construction is expected to start in 2025.

The Cape Haze project CIP has been approved and is currently under design. This project will service approximately 500 properties from septic to central sewer. The project also includes new water service lines and a vacuum station.



Deep Creek Force Main Replacement Project

Infrastructure

This project involved removing and replacing the sewer force mains within the road right of way and utility easements. The project started at the East Port Reclamation Facility, across I-75, and through the Deep Creek neighborhood ending at the Angol Street lift station. The newly installed sewer force mains increased transmission capacity for the Deep Creek neighborhood. The project also included pumping improvements at several sewer lift stations along the same corridor.



SR 776 Force Main Replacement Project

Infrastructure

This project replaced the old force mains that were undersized. The existing 6-inch sewer lines were upsized to 12-inch and 16-inch along SR 776 from Biscayne Drive to the Charlotte Sports Park. This was an in-kind project for the Florida Department of Environmental Protection consent order.



Demolition of Old East Port Wastewater Plant

Infrastructure

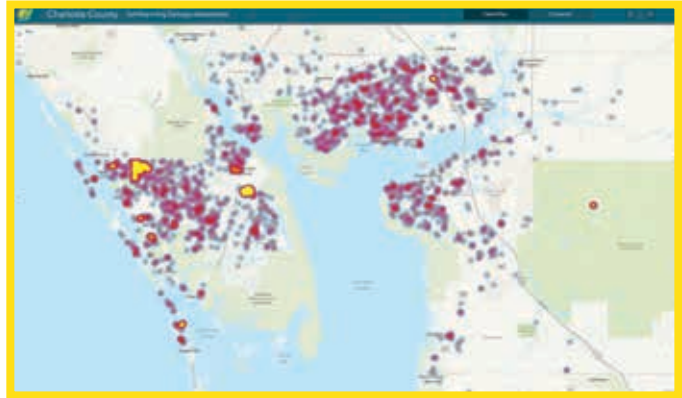
The original East Port Wastewater Plant, installed in 1982, was demolished. The removed portion of the plant included a non-operational structure that was a potential safety issue within the plant and made room for the installation of the new Advanced Water Treatment system with the new plant expansion that will begin construction in 2023.



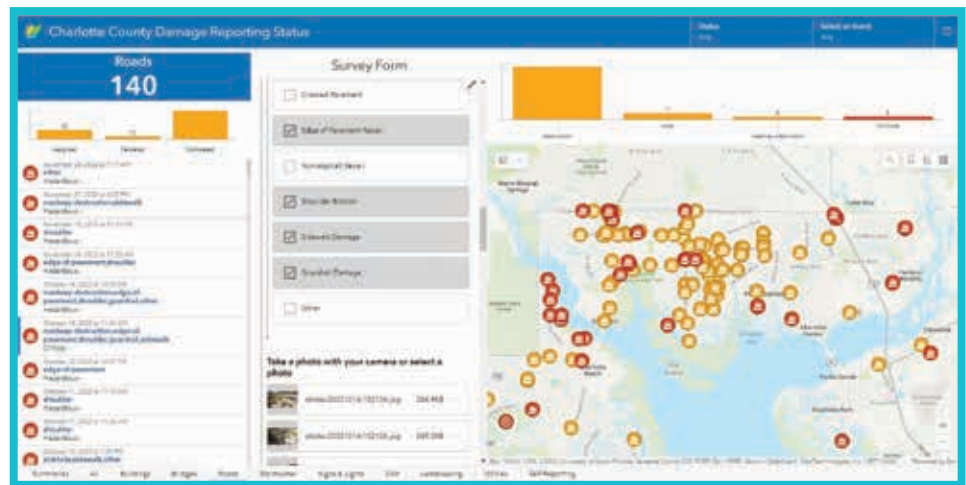
Special Section: Hurricane Ian

Damage Assessment Surveys

Charlotte County needed a comprehensive damage assessment survey and dashboard to identify damage after Hurricane Ian struck on Sept. 28, 2022. Using ArcGIS Survey123, Charlotte County's GIS team deployed multiple damage assessment surveys along with map-centric activity dashboards to track the progress of damage assessments. Additionally, post-processing automation tasks were implemented to extract the data and photos, and incorporate additional data from other GIS layers, which was requested by various county stakeholders. The data included GPS locations displayed on a heat map that indicated areas with the most widespread damage. This allowed the Emergency Operations Center and other departments to see the most heavily damaged areas of the county. Staff from the county and the City of Punta Gorda deployed the day after the hurricane using iPads and smartphones to assess all of the county's assets. Department staff then used the compiled data to make operational and resource allocation decisions, support requests for federal assistance and reimbursements for county expenditures and augment grant applications to meet the needs of residents impacted by the hurricane.



With this data on hand multiple county departments and the City of Punta Gorda used the data and GIS maps to assess hurricane damage. The Fiscal Services Division used the data in its documentation for FEMA reimbursement requests. The Community Development Department was able to verify they had reviewed all damaged properties based on a resident self reporting project that augmented findings from department staff, first responders and search and rescue crews. The Human Services Department used the system to assess what areas were most affected and what citizens needs were based on the self reporting. The department also provided data from the damage assessments to a county partner for a Project HOPE grant application to provide mental health services for residents impacted by the hurricane. Other departments using the survey assessment included Public Works and Community Services.



Community Services Hurricane Ian

After the Storm... Hurricane Survival

Last year Charlotte County Libraries and History piloted a Hurricane Preparedness Panel which provided our community with advice from experts on how to prepare for hurricanes with regard to home, pets, power outages, wildlife, vehicles, along with information from Charlotte County Emergency Operations Center. An online recording was made available and viewed over 450 times pre-Ian. This year, recognizing the lingering impact of Hurricane Ian on our community, we shifted the focus of the panel from preparation to survival and recovery: mental wellness, landscape recovery, home repairs, and the handling of future emergency situations. Panelists included Charlotte County EOC staff, a general contractor, a therapist and social worker from Project Hope, Florida Fish and Wildlife Commission staff, and an arborist/tree expert from the City of Punta Gorda. A recording of *After the Storm... Hurricane Survival* with is available for viewing at Charlotte County Community Services YouTube Channel.



After Hurricane Ian, Charlotte County Libraries and History staff quickly assessed our available resources to determine how we could best serve the community. Punta Gorda Charlotte Library was able to open just days after the storm and provide full services. Open seven days a week, staff saw over 700 people per day utilizing the internet, computers, and printing. In west and mid-county, staff set up mobile services at Ann and Chuck Dever Recreation Center's Red Cross Shelter and the Family Services Center. While not all services were available, staff offered internet access, laptops, charging stations, and technology assistance to patrons. Throughout the first few weeks, over 640 residents utilized the services. Due to the loss of Mid-County Regional Library, when the remaining libraries were able to open, they also extended hours to seven days a week. Currently, all libraries are open six days a week with extended hours on select evenings.

As other county employees began returning to work, CCLH staff assisted with Project: Camp at Centennial Recreation Center as well as creating and running our own Employee Kids Camp at PGCL seven days per week for three weeks while the schools remain closed.



Recreation Division - Hurricane Ian

The Recreation Division was heavily involved in shelter and post storm operations after Hurricane Ian. Staff prepared four shelters for incoming clients, registered clients, provided maintenance, and coordinated with partner agencies such as the Sheriff's Office, Fire & EMS, and Animal Control to manage the shelters during the storm. Staff has continued play a key role in post storm recovery efforts including park cleanup, coordination of recovery efforts, and distribution of food, water, and other life essentials.



The Charlotte Sports Park was a primary staging area for post storm activities and a Disaster Recovery Center distributing food, water, and other supplies to the public. The park was used by numerous strike teams and the National Guard in support of recovery efforts.

Land Management

In the aftermath of Hurricane Ian Land Management staff were integral to debris cleanup operations on county park and conservation lands. These operations were conducted in conjunction with multiple outside agencies including the Army National Guard and the City of St. Petersburg staff that came to our aid. More than 100 truckloads of debris were removed from Oyster Creek Environmental Park alone.

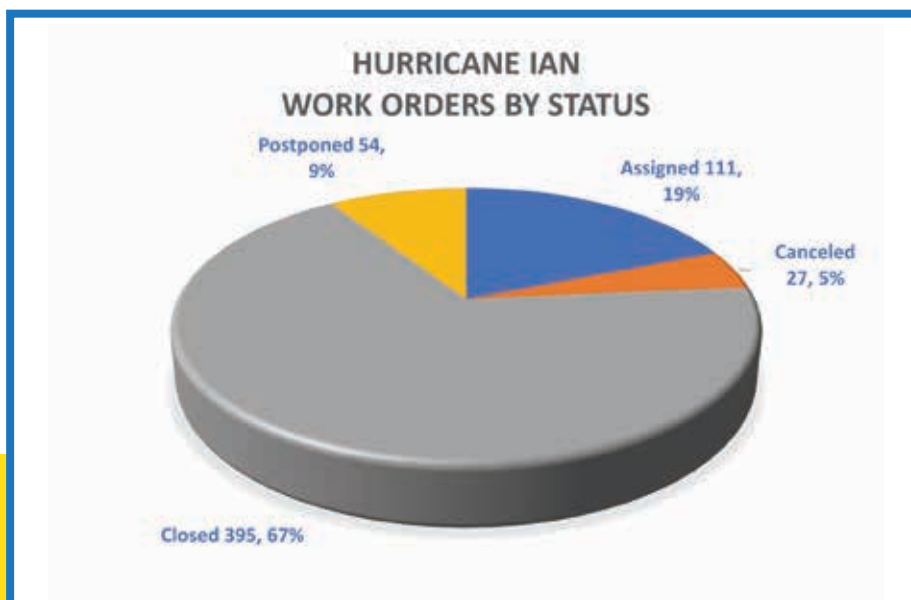
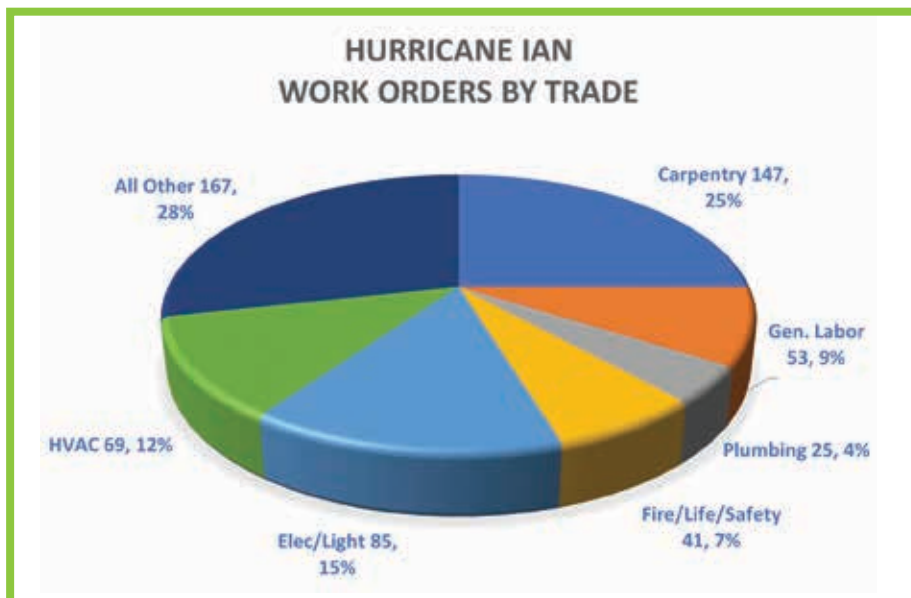


Hurricane Ian Facilities Work Orders

In addition to normal operations and reactive work orders, Facilities spent much of the past months addressing the effects from Hurricane Ian.

Work orders were created from WebEOC missions, submitted by individual departments, or generated based on building assessments. Work orders related to the hurricane were flagged for efficient and effective tracking for insurance, FEMA, or other reimbursement methods.

Five hundred eighty-seven hurricane-related work orders were submitted for various levels of repairs. Sixty-seven percent of these have already been closed out. Facilities continues to work with internal staff and external consultants and contractors to complete the remaining repairs.



Hurricane Ian Recovery – Construction Managers at Risk

Pre-construction services are underway for Hurricane Ian Recovery. Contracted Construction Managers at Risk were hired for mid, west, and south county recovery efforts. Consultants will visit roughly 200 sites. The evaluation, investigation, and planning phase entails field review, scope development and refinement, subcontractor estimating, design and engineering, permitting, and the development of a Guaranteed Maximum Price for reconstruction and restoration of structures with damages caused by the storm. Multiple GMP's may be required to facilitate the restoration work with phased construction.

Transit Disaster Response

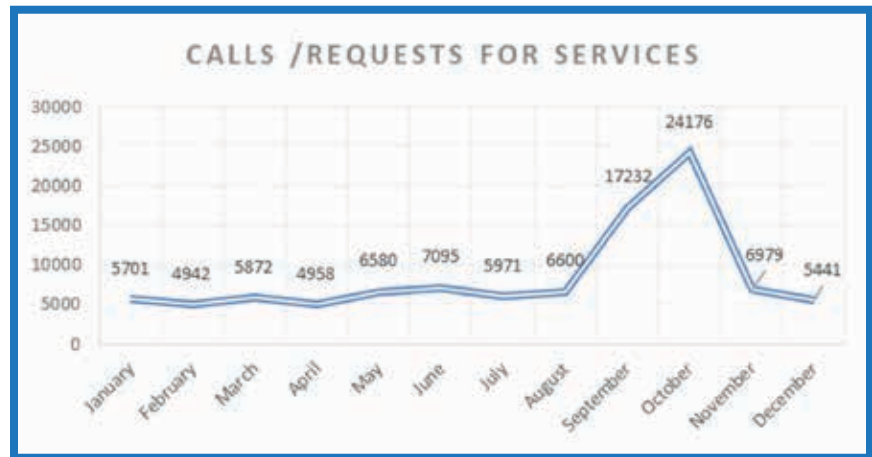
In addition to providing several hundred pre-and post-Hurricane Ian evacuation trips for citizens all at points within the County, Transit staff created a specialized circular route for anyone sheltered at Ann and Chuck Dever Recreational facility. This route provided citizens transportation to pharmacies, bank, grocery stores and dining. An additional circular route was scheduled to allow citizens to visit the FEMA sites staged at locations throughout the County.

Human Services Hurricane Ian Response

Emergency Operations Call Center

Charlotte County Human Services played a critical role in the response and recovery to Hurricane Ian. Acting as the Call Center lead, Human Services staff provided the core staffing before, during and after the storm, fielding over 100,000 calls to answer citizens questions regarding shelters, food, debris, gas, and recovery. The importance of human connection and information following a traumatic event cannot be overstated.

Total Calls/Requests for Service in 2022 101,547

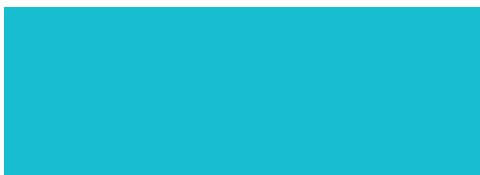
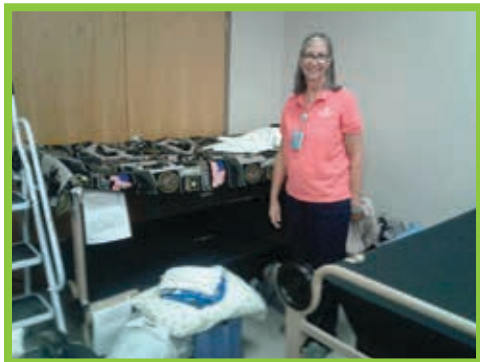
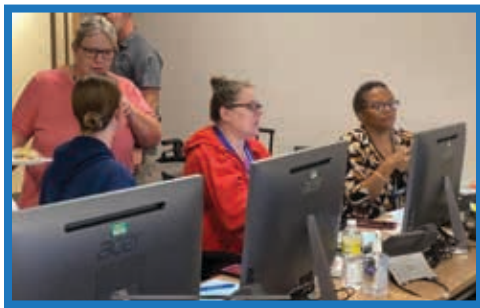


Mass Care

Human Services plays a supporting role in Mass Care, assisting the Community Services Department in planning, logistics and communication for points of distribution of water, ice, ready-to-eat meals and hot meals following the storm. The department worked with the State and National Guard to distribute critical supplies and capture data to report to Emergency Management. The department also assisted in demobilizing emergency shelters and transportation for shelter residents.

Long-Term Recovery Plan

Human Services staff and leadership have played a pivotal role in long-term recovery. Working with the COAD to create an online unmet needs survey, creating an unmet needs committee based on the survey and partners, assemble task forces and solicit projects needed for recovery and to mitigate future disasters. The LTR Group consists of a steering committee and taskforces (Health and Human Services, Housing, Economic Development, Infrastructure, Cultural and Natural Resources). The projects submitted by the taskforces will be included in the creation of a Long-Term Recovery Plan, that will include community outreach surveys and workshops. The plan will be published and shared with the community by the end of 2023.



Disaster Shelter

Case managers and staff assisted in providing case staffing and resources to demobilize the post-landfall disaster shelter located at Ann and Chuck Dever Recreation Center. A total of 186 residents sought shelter following the storm due to extensive or complete property damage. Human Services staff met daily with shelter managers to create detailed case notes on each household in the shelter to create plans for housing and provide resources.



Community Engagement and Community Organizations Active in Disaster

Immediately following the storm, the COAD steering committee, which Human Services participates in, held Non-Governmental Organization calls with Emergency Management, Human Services, faith-based organizations, chambers of commerce, non-profit organizations, volunteer organizations active in disaster, state and federal providers to share recovery information, determine current and planned local meal sites, local clean up providers, key state and federal deadlines and dates. These calls lead to the unmet needs survey and committee, and ultimately the online unmet needs application. One application was created for all residents. Coordinated Entry for Hurricane Recovery, with case assignment and coordination from community partners has been successful. Hundreds of applications were received and are being assigned for case management.



SHIP Insurance Deductible Assistance

In mid-October, Gov. DeSantis visited Charlotte County to announce he was working in conjunction with the Florida Housing Agency and \$5 million would be awarded to Lee, Charlotte, Collier, Sarasota and DeSoto counties through the State Housing Initiatives Program known as SHIP. This program was managed by the Neighborhood Services Division, and with little notice, they created an application process, prepared online and printed application packets and opened a short application window for residents to complete and submit required paperwork. The department had an overwhelming response and received over 1,300 applications over this four-day period.



Legislative Response - Hurricane Ian

As one of the communities most impacted by Hurricane Ian, our team engaged with all of our state and federal partners to effectively communicate the recovery needs of our County. As a part of this effort we coordinated tours, fielded questions and assisted our delegation with constituents issues. Our team traveled to Tallahassee to testify in both the House and Senate committees on Hurricane Recovery. We continue to work with all our intergovernmental partners on our ongoing long-term hurricane recovery needs.

Joint Information Center

Through Hurricane Ian and into the recovery phase, the Charlotte County Joint Information Center disseminated crucial information to the public. The JIC played a pivotal role in coordinating communication with local agencies and stakeholders, local and national media to message in a unified voice. Real-time updates on evacuations, shelter locations, safety information and road closures enabled the community to make informed decisions during the crisis. Social media, traditional media, websites and even paper flyers were used to reach a wide audience in response to Hurricane Ian.

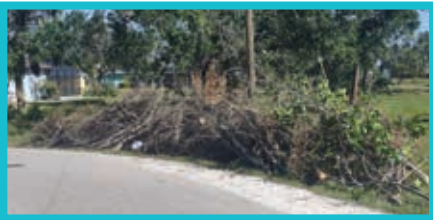


Public Works - Hurricane Ian Projects

Debris Removal Efforts

The Public Works Department has pre-positioned contracts with companies for both debris removal and debris monitoring. With these contracts already in place, the awarded contractors are in pre-landfall discussions with the department. The contractors are also immediately on-site following the storm ready to begin debris removal efforts. Public Works also has maps that divide the county into work zones that allow for efficient tracking, logistics and resource allocation.

Hurricane Ian made landfall on Sept. 28, 2022, leaving behind a wide swath of destruction in Charlotte County. The Public Works Department immediately transitioned to disaster response and recovery efforts. These efforts begin with the initial push of roadways; the initial push is a pre-determined set of roads and



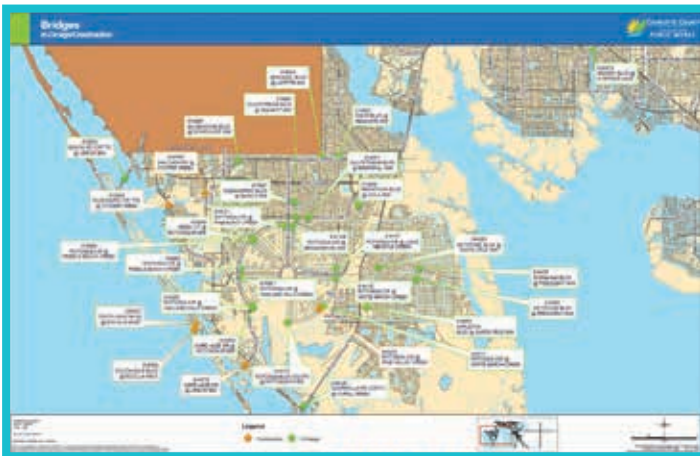
bridges that connect infrastructure like hospitals, fire, and police stations. As the name indicates, during this phase of recovery, there is no debris being removed and is only pushed away from the travel lanes. Then the next initiative is to begin the push of all county-maintained roads to ensure there is access. The Public Works Department, along with several responding agencies, completed these monumental tasks in two and then seven days, respectively. The completion timeframe for the initial push surpassed any previous efforts and would not have been possible without the assistance of the mutual aid provided to the department.

Debris removal operations included the removal of vegetative and construction and demolition debris along county-maintained roadways. Ashbritt removed 4,088,392 cubic yards (83,715 loads) of vegetative debris. 585,891 cubic yards (11,989 loads) of construction and demolition debris was removed. Right of way debris removal operations were complete March 29, 2023.

Engineering

Charlotte County has 150 bridges with varying ages and types of bridges. Public Works has a bridge maintenance plan providing preventative maintenance, condition-based maintenance, and planning for future maintenance. Some of the county bridges are reaching their 50-year design life and engineering's goal is to increase the service life of our bridges by providing maintenance.

The engineering division's plan for 2022 was to start bridge maintenance in west county since that portion of the maintenance plan was completed first. There are approximately 30 bridges either in design or construction phases.



Damaged Bridges

Rotonda Bridge #014113 (Rotonda Boulevard over Rotonda River) – This bridge suffered major damage and will need to be repaired or replaced. This will require design and construction of a new bridge, or extensive repairs. This project will potentially be funded by FEMA.

Rotonda Bridge #014113



Mid-County Repairs

These projects consist of repairing the county's stormwater infrastructure that was damaged by Hurricane Ian. The scope on each site includes reconstructing outfall pipes within the drainage easements in many locations. Also, repairs were made to sidewalks due to excessive erosion. These sites along with many others are still ongoing throughout the county.

Drainage outfall pipe on Gardner Drive damaged



Outfall drainage spillway washed out on Kings Hwy



West County Repairs

Group 1 had two locations. The intersection of Tarpon Street and Bonita Street in Placida had a road crossing pipe that had sustained damage. The pipe needed repairing with a new miter end. The second location at Blue Heron Drive required the reconstruction of a retaining wall and new handrails at the Casey Pond Waterway in the Englewood area.

Tarpon Street and Bonita Street Before



Blue Heron Drive before



Tarpon Street and Bonita Street After



Blue Heron Drive After



Maintenance and Operations – Lighting District

Peachland Boulevard/Harbor Boulevard – out 27 days



Traffic signals play a crucial role in ensuring the smooth and safe flow of traffic on roads. These signals serve as a critical communication system between drivers, pedestrians, and other road users, guiding them on when to proceed, slow down, or stop. The importance of traffic signals lies in their ability to prevent accidents and minimize congestion. By providing clear and standardized instructions, traffic signals help to regulate the movement of vehicles, reducing the chances of collisions and ensuring the safety of everyone on the road. They establish a sense of order and predictability, allowing drivers to make informed decisions and navigate intersections and roadways efficiently.



The importance of these has never been clearer to Charlotte County as they were in the days following Hurricane Ian’s landfall. Hurricane Ian’s damages to the signalized infrastructure resulted in the shutdown of 11 span intersections locally. The Public Works Lighting staff consists of 5 employees, and they went to work immediately to bring the signals back online and restore a sense of normalcy to traffic patterns. To support operations, assistance was requested from Econolite to expedite the task as quickly and safely as possible. Doing so resulted in restoring complete operational capacity back to 84 days. This was a tasking unheard of in Public Works history and is a testament to the amazing work ethic and resiliency of the Lighting District staff.



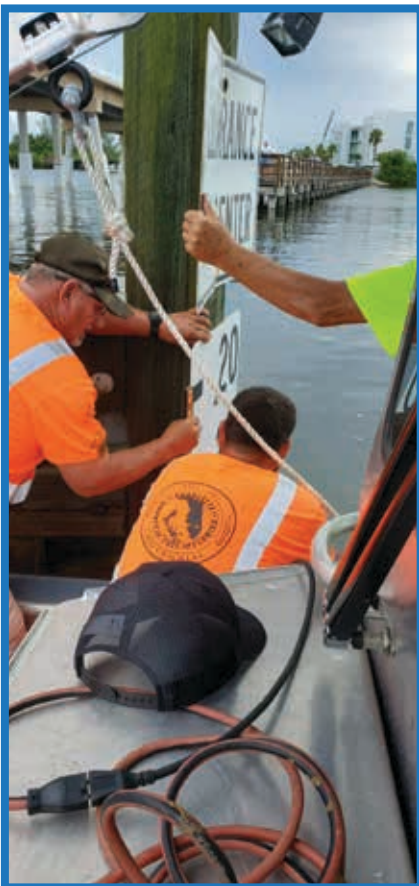
Maintenance and Operations – Traffic Signing and Marking

In the wake of the devastating impact of Hurricane Ian on our beloved county, TSM initiated a comprehensive restoration effort to revitalize our community. Our dedication to restoring safety, functionality, and the natural beauty of Charlotte County has been unwavering, and we are proud to share the significant progress we have made over the past year.

With a total of 85,122 signs in our county, approximately 90% of our inventory was adversely affected by the hurricane, resulting in a staggering 76,609 signs damaged. This unprecedented damage has been attacked through a concerted effort and we have been able to address a substantial portion of the damage to our signage infrastructure.

One of our most remarkable achievements has been the swift restoration of stop signs throughout the county. Out of the 12,692 stop signs that were damaged during the hurricane, an impressive 12,122 have already been corrected in just 60

days. This rapid restoration has significantly contributed to the overall improvement of road safety and traffic management. Within our waterways, only 78 out of the 714 marine pilings that were impacted remain to be restored. All of this work has been scheduled and will be addressed within the next 30 days by our FEMA contractor.



With that information on hand, we are delighted to announce that our overall progress stands at an impressive 97% corrected, totaling 73,775 signs, with only 2,834 street names left to be restored to achieve a full recovery and bring our signage inventory back to 100%.

Furthermore, in our commitment to maintaining the beauty of Charlotte County for our residents, we took proactive measures to remove storm-related graffiti from numerous areas, such as those found on the Midway's bridge advising drivers of the storm related outages. This effort ensures that our county remains a picturesque and welcoming place for all who call it home.

As we move forward, we remain steadfast in our dedication to completing the remaining restoration tasks promptly and effectively. Our success would not have been possible without the collaboration and support of our dedicated restoration teams. Together, we have shown resilience and determination in the face of adversity, and we are confident that the spirit of unity will continue to guide us as we rebuild and create an even stronger and more vibrant Charlotte County.



Community Development Hurricane Recovery



Amending Codes for Storm-Related Damages

In response to the widespread devastation caused by Hurricane Ian, Community Development, in conjunction with the County Attorney's Office moved to amend portions of the County's Land development Regulations in order to allow the placement of RV's and Mobile Homes on properties significantly damaged by the storm. With this, rules were promulgated and a registration was created for tracking purposes in order to allow residents to stay on and protect their property while rebuilding.

Streamlining Permits Related to Storm Damage

In the aftermath of Hurricane Ian, Community Development streamlined and expedited the process for obtaining storm related permits while maintaining a high level of customer service. Our goal is to ensure that residents are able to quickly and efficiently repair their homes, reducing stress during what is already a difficult and trying time.





Safety and Efficiency After the Storm

Community Development utilized a newly purchased software, VuSpex, for roofing inspections. VuSpex inspection software caters to a wide range of industries including building inspectors, construction professionals, electrical contractors, insurance claims and loss control, property managers, professional engineers, commercial inspectors, third-party inspectors, and product manufacturers. We have been able to use this program to expedite roofing inspections.



Floodplain Advancements

Charlotte County has made a positive change to the floodplain ordinance by revising the substantial damage permit 'look-back'. The new rule only considers open permits or permits related to storms, instead of looking back at the previous year. This means citizens can carry out the necessary work without worrying about exceeding their 50% threshold due to permits from the past year. The change will not impact the Class 5 Community Rating System status, and citizens will continue to receive a 25% discount on their flood insurance premiums.



Local Contractor License Relief

To accelerate the recovery process, Community Development drafted language that eliminates the requirement for local licenses in painting, flooring, and other related fields. This allows the community to have a wider selection of workers to choose from to rebuild their homes and establishments.



Hurricane Ian - Water Quality

Within a few days following Hurricane Ian's landfall, the county and multiple agencies met with one another to determine how we can track and assess the storm's impact to our watershed. Beginning the Tuesday following the storm, County staff and their consultants collected weekly samples at multiple locations throughout Lemon Bay and Charlotte Harbor, which were compiled into a temporary dashboard system created by the University of Florida. This effort was used to communicate potential health and safety concerns to the Commissioners and public, as well as track the recovery rate of our aquatic systems and identify those areas that may be lagging in recovery compared to neighboring watersheds. This activity also had a long-term positive impact of strengthening communication and collaborative ties between the many entities that work to monitor and assess the health of our rivers and estuaries.

Utilities - Hurricane Ian

The Utilities department sustained massive damages from Hurricane Ian.

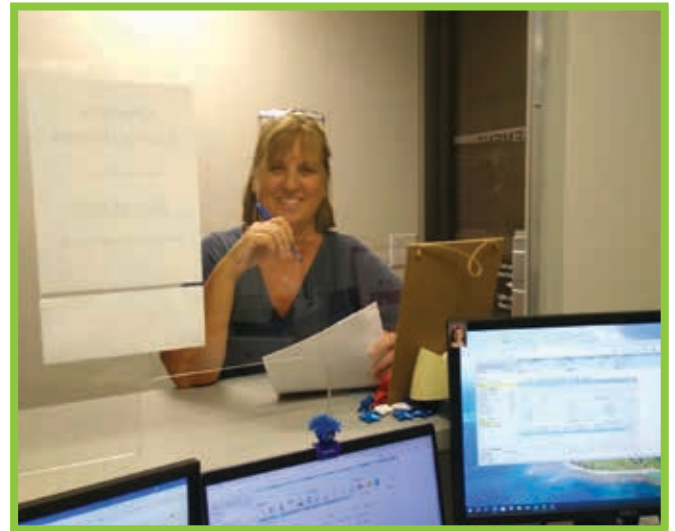
The East Port Environmental Campus, Building A, was damaged so that personnel could no longer use it. Building A contained the Administration, Engineering, and Business Services personnel. Personnel were moved to temporary spaces at the East Port WRF operations building until more permanent office space could be provided.

Customer Payment Solutions

Due to the closure of East Port Environmental Campus, Building A, from Hurricane Ian, our customers needed help paying their bills or asking account questions in person. Thanks to the assistance of Facilities and Budget and Administrative Services, we found a suitable location in the Murdock Administration Center to house two of our customer account specialists. Starting on Dec. 13, our customers could use the Temporary Customer Payment Center located at the Charlotte County Administration Center, 18500 Murdock Circle, B109, in Port Charlotte, from 9 a.m. to 4 p.m. Monday through Friday.

Utilities Employee Dedication

Department staff immediately reported to work hours after the storm hit. Many left their damaged homes to ensure that the residents of Charlotte County had water and sewer services restored. The water distribution division worked 12-hour day shifts to keep employees safe and work efficiently to meet customer needs while performing damage assessment and system repairs. The wastewater collection division staff split into two 12-hour shifts for 24-hour coverage. The night shift was pumping the system down to maintain the flow of the wastewater system.





CHARLOTTE COUNTY

FLORIDA