

Charlotte County
Board of County Commissioners
September Staff Report
2008

Budget Office

- Prepared information packages -held 1st Budget Public Hearing to adopt tentative millage rates and tentative County budget
- Prepared information packages and held Final Budget Public Hearing to adopt the final millage rates and final County budget
- Prepared and distributed final certified resolutions adopting all millage rates and budgets to Property Appraiser and Tax Collector
- Prepared DR-422s, Certification of Final Taxable Value and distributed to Property Appraiser and Tax Collector
- Continued FEMA closeout for Hurricane Charley
- Processed four grant applications for Charlotte County E-911 operations totaling \$1,028,343.

Building Construction Services

- Permitting:
 - 29 Single-Family Homes issued in September 08 – down 38% on September 07
 - 0 Multi-Family permit issued in September 08 – no change from September 07
 - 8 Commercial permits issued in September 08 – down 74% on September 07
 - 1283 miscellaneous permits issued in September 08 – down 9% on September 07
 - 1702 Customers served in the Murdock office – down 54% on September 07
- Plans Review:
 - 1029 plans reviews completed in September 08 – down 14% on September 07
 - Inspections
 - 6190 inspections completed in September 08 – down 38% on September 07
 - Licensing
 - 67 new contractor licenses issued in September 08 – down 22% on September 07
 - Land Development Activities
 - 45 Online Utility Permits issued in September 08 – down 21% on September 07
 - 31 Utility Inspections completed in September 08 – up 29% on September 07
 - 2 PTO's and ROE's completed in September 08 – up 71% on September 07
 - 0 Vacation completed in September 08 – no change from September 07
 - 175 ROW Applications Reviewed in September 08 – down 21% on September 07
- Financials:
 - Permitting revenue was \$207,312 and expenditures \$287,613 showing a deficit for September of \$83,301.
 - Licensing revenue was \$4,835 and expenditures were \$55,845.
- Updates:
 - Accela's base software loaded on our system -continue to work closely with Accela as they map out our current process configurations and look at ways to streamline those processes.
 - Green building ordinance completed and on BCC consent agenda for October 14, 2008.
 - BCS held an open house on "How to Reduce Damage from Repetitive Loss" as part of its "Ask the Building Department" series -program designed to educate property owners on how to reduce or eliminate damage caused by flooding.
 - Interlocal agreement with Cities of North Port & Venice approved -agreement allows us to provide assistance to or receive assistance from these municipalities in event of natural disaster.

Communications & Marketing

- Published September issue of Charlotte LINK, direct mailed to 86,000 households.
- Worked with Budget and Attorney's offices to establish accurate hourly fees for CCTV-20 airtime. The new fee schedule was adopted by the Board on September 23. Letters were sent to both the City of Punta Gorda and the Charlotte County School Board notifying them of the new fees.
- Met with CCU to discuss using their monthly bills to advertise committee vacancies. We are working together with GIS to pull address data to target specific neighborhoods.
- Completed research regarding sales tax signage in other cities and counties in Florida.
- Organized and executed Government Day at the Mall. 12 dept. set up booths answering questions.
- Organized and executed the groundbreaking for Coral Creek Bridge.
- Completed training of 19 department representatives for the PIO team.
- Continued to work with EES regarding the deployment of their Automated Garbage Cart communications program. Reviewed collateral pieces for conformance to branding policy. The Automated Cart video was downloaded 690 times from our on demand archives and was the most popular program of the month.
- Completed house fair flyers and affordable housing catalog for Human Services
- Assisted Building Construction Services with the Flooding Mitigation Workshop. The presentation was filmed and uploaded to our online video archives.
- Assisted the Attorney's Office with the Sunshine Law presentation and filmed it for use in further training applications.
- Issued 25 press releases in September
- Completed Charlotte Showcase program, highlighting Economic Development, Volunteerism, Sea Turtle Protection, GIS mapping and the Automated Garbage Cart program.
- In addition to the regular BCC meetings, CCTV-20 produced two budget workshops, the joint meeting with the City of Punta Gorda, a Sunshine Law seminar by the Attorney's Office and a Flooding Mitigation presentation by BCS.

Economic Development

- Inquires/Appointments/Successes:
 - Continued to work with 43 pending prospects.
 - Appointments with 13 local businesses.
 - Custom Proposals developed and sent to 9 businesses.
 - 3 Site Consultant visits.
 - 1 Incentive Application.
 - 14 external companies -11 County dept's with various demographic -market data packets.
 - Recruited 407 jobs this fiscal year, which is above the target of 400.
 - Held 3 Webinar Lead Generation Appointments.
- Group Presentations/Media Interviews:
 - Bob Fliss, Charlotte Sun
 - Charlotte Sun Editorial Board Meeting
 - Economic Development Report – Cape Coral Cable TV
 - Englewood Commercial Realtors
 - Townhall Meeting
- Meetingss:
 - International Level:
 - CPhI – Pharma Industry Conference
 - National Level:
 - Enterprise Florida Site Selector Multi-State Event
 - State Level:
 - Congressman Mahoney
 - FDOT
 - Regional Level:
 - Southwest Florida Regional Technology Partnership
 - Southwest Florida Workforce Development Board

- FGCU/Lykes Business Development
- Local Level:
 - Charlotte County Industrial Development Authority
 - Enterprise Charlotte Foundation
 - Enterprise Charlotte Economic Council
 - Charlotte County Chamber Board of Directors
 - Charlotte County Airport Press Conference
 - Commercial Brokers Meeting PG/PC/NP
- Office Activities:
 - Data collection and website updates.
 - Enterprise Charlotte Foundation, Enterprise Charlotte Economic Council and Industrial Development Authority administration.
 - Continued working on new marketing materials.
- Training:
 - Public Speaking Training
 - CDFA - Industry Primer - Development Bond Finance Course
- Research and Policy Initiatives:
 - Working with Charlotte County Chamber to formulate Business Retention Plan.
 - Final Competitive County Comparison Rationale from Fairfield Index.
 - Solar energy business recruitment.
 - Discussions with area banking institutes regarding economic development financing
 - Working with Growth Management on Fast Track Permitting.
 - Final Interview and selection of candidate for regional branding and marketing.
 - Continued work on Inland Port Study, Intermodal Logistics Center and potential regional cooperation with Palm Beach County.
 - Working with WTC of Palm Beach, to do a feasibility study to determine if Charlotte County would be conducive for creating a trade and finance center and a center for water technologies.
- Murdock Village:
 - Prepared/presented revised draft concept plan for Murdock Village to the MV Adv. Committee.
 - Updated Outstanding Conditions list and presented it to Murdock Village Advisory Committee.
 - Prepared Board Workshop Agenda and informational material for 09/23/08 meeting.
 - Coordination the finalization of Vested Rights Application for County and School Board review and signature.
 - Met with interested parties regarding Murdock Village redevelopment.
 - Provided information/format for Letter-of-Intent on 2 new parties interested in Murdock Village.
 - Prepared the Murdock Village Adv. Committee Agenda packet for the September 19th meeting.
 - Facilitated the Murdock Village Advisory Committee meeting on September 19th.
 - Internal staff discussions on alternative design scenario and preparation for the BCC scheduled workshop on Murdock Village.
 - Updated the website information on the status of Murdock Village.
 - Responded to media requests on Murdock Village.
 - Coordinated internal staff meeting on Murdock Village.
 - Prepared cost estimates for demolition of properties within the Gateway area of Murdock Village.
- Charlotte Harbor:
 - Coordinated and facilitated a Community Solutions Meeting for Charlotte Harbor Neighborhood.
 - Coordinated agenda packet for Joint City of PG and Charlotte Harbor CRA meeting for 09/25.
 - Prepared the agenda packet and facilitated the September 25 CRAAC meeting.
 - Responses/amendments to RFP for Charlotte Harbor Urban Services proposal to purchasing.
 - Overview/information at pre-submittal meeting of Charlotte Harbor RFP by Purchasing Dept.
 - Scheduled a Hands Across the Water subcommittee meeting.
 - Facilitated development of options on bridge banners and follow-up meeting with city/county staff.
- Economic Development:

- Coordinated review of application seeking reimbursement under ECAP Infrastructure Incentive program with other departments.
- Coordinated development of interlocal agreement between BCC and City of Punta Gorda seeking reimbursement on the Infrastructure Incentive program based on connection fees received.
- Professional Development:
 - Completed duties as VP –Conf. Serv. for Amer. Planning Assoc, FI Chapter '08 Annual Conf.
 - Completed education credits for AICP (American Institute for Certified Planners) accreditation.
 - Coordinated ULI Sustainability Subcommittee program for October.

Environmental & Extension Services

- Gov't Day 09/20th: All Div within EES participated, staff/booths -good flow of residents/questions.
- Mosquito Control: Active -2,618,247 acres sprayed 'adulticide treatments' -60% increase from prior year -activity primarily result of more typical rain patterns and tidal events -no evidence of mosquito borne diseases, surveillance prog performed by Div biological section -staff attended meeting to discuss establishing a SW FI Cooperative Invasive Species Mgt Area -representatives from various local and state agencies and private groups in Charlotte, Lee, and Collier deal with invasive species/plant/animal -3 primary discussions-partnerships/priorities/resources-general consensus work more cooperatively due to economic environment. Another meeting 12/08.
- Natural Resources:
 - Ribbon Cutting: Conservation Charlotte finalized acquisition of the Ryals property -ceremony' 10/29th -unique environmental sensitive land along Prairie Creek, occupied by FI Scrub-jays. Visitors to property have great opportunity to see scrub jay and beautiful creek.
 - Notified FI Fish & Wildlife approved \$226,390 federal grant -assist scrub-jay biological analysis of County wide Habitat Conservation Plan -analysis in beginning stages –end product identify level of mitigation to enhance long term survivability of species -project will not obligate County to implement a HCP.
- Extension Services:
 - Sea Grant Agent attended MAC meeting 09/11th and FI Outdoor Writers Association Corporate Breakout, 09/11th and 9/16 & 17th -FI Sea Grant Strategic Planning Workshop and FI Sea Grant Extension Annual Meeting in St. Petersburg, 09/16th-18th -presented at Mangrove Symposium in Lee County, 09/22nd -mapping survey of Capt. Jeff Steele Reef completed 09/22nd.
- 4-H Youth Development & Publix Team Up To Build a Barn:
 - Part of United Way's Day of Caring, 7 Publix Stores, 1180 Associates spent day building an Ag Learning Barn for 4-H -program as mobile library of agricultural children's books, puzzles, puppets, and games and will be loaned out to local elementary schools for annual FI Ag studies - books and educational materials donated by CC 4-H families.
 - Good Canine Citizen: 8, 4-H members and their dogs are completing an American Kennel Club Good Canine Citizen program. At the end of the six-week training, the youth and their dogs will be tested by AKC on ten points of manners and public acceptability. They will then be certified to go into nursing homes, hospitals, day cares, and other areas as companion dogs.
- Horticulture:
 - Invasive Exotic Plant Workshop: 09/23/08, Env & Exten. Serv. Gave class "Identification and Management of Exotic Invasive Plants" -management of Exotic Invasive plants poses concern to communities in FI. They compete with native plant life and cost significant amounts of money to control. -35 participants learned plant identification/control strategies/other considerations. The Speakers included Dr. Ken Langeland of UF/IFAS, Dr. Jim Burch of Big Cypress Preserve, Francois Laroche of the South Water Management District, Roger S. Clark of Six Mile Preserve and John Rodgers of FDEP, Bureau of Invasive Plants.
 - 44 residents Attended Africanized Honeybee Workshop presented by Env & Ext Serv. 09/9/08, at Env Campus with Dr. Bill Kern, Associate Professor, Urban Entomology with the UF/IFAS Ft. Lauderdale Research & Education Ctr. Insect is in Charlotte County and very aggressive-dangerous delivering ten times as many stings per encounter as regular honeybees and will defend their nests with less provocation, in greater numbers and for longer distances.

- County Hosted District IV Green Team: 09/12th, County will host District IV Green Team -group of Horticultural Pro's met to discuss issues with local Pesticide Inspectors, provide updates on Sabal Palm disease, identify new insect pests and plan programs that address the educational needs of Consumer and Commercial audiences. 5 Counties attended the meeting via Polycom video telecast technology to save on travel costs.
- The FYN Program Assistant made 3 FI-Friendly yards recognized in Punta Gorda and 1 yard portion of the FGBC checklist completed for a Port Charlotte home.
- Solid Waste:
 - BCC approved amendment to the 2008 Trash Collection Agreement with Waste Management, Inc., of FI for sanitation collection services to Don Pedro and Knight Island residential units as part of the Charlotte County Sanitation District.
 - Letters went out to 261 properties currently identified as "agricultural" and not assessed for sanitation services -properties will not receive an automated refuse cart or sanitation services. Property owners can contract directly with Waste Management to continue collection services. Dept. intends to bring a recommendation to the BCC to amend Chapter 4-4 of the County Code to incorporate agricultural properties into the Sanitation District and allow for assessments.
 - Coastal Cleanup proclamation went to Keep Charlotte Beautiful, 09/9 BCC Meeting -Cleanup held 09/20th with approx 800 volunteers keeping waterways/shorelines safe and free of debris.
 - The promotion on the "Once-A-Week" automated garbage program continued- dept. receiving between 150 and 200 calls per day, with residents seeking information. The majority of calls for information and do not have problems with the changes but a few are upset.
 - Solid Waste Division & Growth Management Dept. discussed Solid Waste Element in Comp Plan. Solid Waste currently updating, rewriting and reviewing the Solid Waste Element by mid October.
 - Landfill staff visited Hernando County solid waste department, to see a demonstration of an alternative daily cover applicator system. Staff evaluating economical replacements for the tarp system currently used at the landfill.
 - Met with FDEP on composting project at County's Landfill. Division moving forward to make composting part the Landfill's operation permit taking the pilot composting project and make it a permanent operation. To-date the landfill has processed 1,780 tons of sludge from CCU.
 - West Charlotte Mini-Transfer & Recycling Facility renovations officially completed with Certification of Completion from the County's Building & Construction Services Department - facilitated increased recycling opportunities for residents and County revenues with large transfer trailers reduces department's waste hauling costs.

Facilities, Construction and Maintenance

- Jail Expansion-Design 75% for early phase 1 start, selection Bovis for CM on BCC 11/28 agenda, Construction of phase one is complete. Phase 2 construction is underway.
- Eastport WWTP Control Bldg-A/E contract is released-planning and programming underway Budget 2 million.
- Event Center-GMP 1 is in purchasing for 6/12 BCC mtg., construction start date week of June 1st-Construction is complete-punch list underway -received CO on 9/9 Budget 19.75 mill.
- Fire Station #11-currently used for VM-design underway, 5300 sq ft station-1 story. Scrub Jay issues resolved for building within existing footprint and landscape with scrub habitat material. Design underway Budget 2.1 million. Completed. Recovery project.
- Englewood Fire Station #5-(Rockford Ave) under design-working budget to GMP. Scrub jay issues-negotiating with USFW for onsite mitigation. (resolved) Complete-Truck has arrived. Budget 2.1 million.
- Human Services-Under design-7000 Sq/ft to house HS and Veterans Services -Project Delayed Budget 1.917 million.
- State Dept of Health Facility at Loveland-under design-shared campus with HS bldg. County is advising on process and construction. Scheduled construction -is in DRC- Budget 10 million.
- Public Works San Casa- Project is under construction-Final VE items Complete Budget 600k.

- Public Works Fleet and Administration Campus-(Bachman) RSH underway with planning and programming and design Project Delayed, Budget 9.7 million.
- Sports Stadium-negotiations complete for Hunt/MT HOK for contract-kickoff mtg Jan 9. Project underway for A/E final schematics due early June-line item cost estimate also due concurrently. Construction phase one underway -project on schedule for Early Jan 09 completion Budget 27.2 million.
- Englewood Annex-renovation and Sheriffs substation -Project Delayed.
- West County Library-initial project status-A/E services awarded to Spillis Candela-contract accepted by County -Project Delayed Budget 12.2 million.
- Fire EMS Training Tower-in design at FEMA site-Budget 1.2 million
- Fire Station #9 Expansion-expand bay and living areas -in design complete.
- FEMA Murdock mitigation-windows-Engineering firm on contract for frame analysis –Contract has been approved 1.7 million.
- Rotunda Wastewater Plant Expansion –approved GMP by BCC, construction start July 9 2 phases-mostly CCU.
- North Charlotte regional Park-bids received on 9/17-under construction 4.45 million.
- South Gulf Cove Park -Complete-1.087 million.
- Port Charlotte Pool House and site improvements -Complete 1.4 million.
- Sunrise Park-out for bid- under construction-2.6 million.
- Energy efficiency upgrade -ongoing.
- Law Library at the Justice Center -under construction.
- South County Annex renovation -under construction-completed.
- HR-Risk-renovation -Completed 8/07.
- Animal Control move to EOC-final design -Completed.
- Project move in Bldg D -Complete.
- West Charlotte mini-transfer station -Complete.
- CC Fire Station #5-renovation of station -in design.
- Family Services-planning for grant approved renovations.
- Sheriffs Office 911 upgrade/renovation -in planning.

Growth Management

- Department Services:
 - US 17 Corridor Study: 09/4/2008, first of two public meetings to solicit input on US 17 CPS. Approx. 36 people attended meeting -included presentation/public comment: need to consider utilities/infrastructure/excess regulations/ preservation of views of waterways/conserving historic resources/road maintenance/consideration of urban service area boundary/need for convenience services/compatibility of residential and commercial uses.
 - 09/13/2008, second public meeting to gather ideas for future of US 17 Corridor - about 30 people attended -included presentation and hands-on visioning session.
 - Scenic Highway-"The Lemon Bay/Myakka Trail": 09/19/2008 BCC voted to transmit the requested Scenic Highway large-scale plan amendment to Dept of Community Affairs for an Objection/Recommendations/Comments report. Upon completion of DCA review requested amendment to be heard and voted on by Commission. If approved, Transportation Element of CC Comp Plan would gain language and policy referencing Lemon Bay/Myakka Trail and official Scenic Highway map. Inclusion of Lemon Bay/Myakka Trail into Comp Plan furthers the designation objective of State -provides support in implementation of Corridor Management Plan.
 - Comp Plan: Staff and consultant continue to work the draft of Smart Charlotte 2050 Vision Plan - public meeting scheduled 10/22, 6 – 8:30pm, at Cultural Center, to discuss plan -consultant delivered a functionally complete 1st draft of Comp Plan software –graphics/user interface not complete -software has all the capabilities to allow it to house Comp Plan on internet.
- Community Plans:

Manasota Key: MASKAC Committee concerned over latest draft of revised zoning code distributed at meeting on 09/3. Changes made by staff/legal dept. to clear up redundant, unnecessary language.

- DRC Staff received a total of 6 applications:
- 4 – Approved
- 2 - Continued
- Zoning:
 - For the month 539 (down from 593 in June) permits reviewed by zoning staff averaging approximately 135 permits per week. Average review time is 1.59 days.

Human Resources

- Employee & Labor Relations:
 - Applications processed: 394
 - New Hires: 52 (primarily PRCR)
 - Completed electronic year-long application project, which is now on line.
 - Survey Section RIF completed in November.
 - Continued negotiations thru Sept. -arrived at tentative agreement on successor contract with IUPAT. Union meetings to follow -Union vote anticipated 10/15, -seeking ratification 10/28.
 - Electronic Employee Status Change (conversion) project initiated and continuing.
 - Completion of HR/ELR support in the reorganization for Parks, Rec. & Cultural Res. dept.
 - Finalizing early retirement program for BCC employees -presented to BCC 10/14.
- Learning and Development:
 - Presented PRCR new hires with customized employee orientation program; opportunity to partner with PRCR and provide prompt Customer Service.
 - Assisted in facilitation of Health Care Adv. Board quarterly mtg per V Carpenter's request - opportunity to represent County with outside community agencies/partner with Human Serv.
 - Reviewed Performance Management Process with Director who will be completing evaluations for the first time. Providing information ensures consistency with established policies/procedures.
 - Participated in decision integration process with Fire/EMS regarding previous applicant interviews -an example of a just-in-time learning opportunity for panel members on value and use of behavior based interviewing and decision techniques.
 - Met with Comm. & Mkt discussed new look and flow of information on Learning pages on Charlotte's Web -continue to review processes for ease of access, relevance and marketability.
 - Created/distributed Employee development needs assessment survey (227 respondents as of 10/1/08 or 20%). Results used to design targeted training, identify tools/actions needed to enhance performance, -support continued learning and development. Continuous improvement is critical to meeting the demands we face both today and in the future.
 - Moving forward on the future roll-out of the Training module of Employee Self Service. Continue to test/troubleshoot possible obstacles that may occur with implementation. L&OD working closely with Clerk's office to correct issues prior to implementation. Our desire is to make this tool as efficient as possible with minimal service interruption upon launch.
 - Spoke with Ed Yates from Peace River Water Authority regarding specific needs around Sexual Harassment prevention training. This is a great opportunity to generate revenue, represent Charlotte County and partner with other government agencies.
 - Provided structure and guidance to internal department in preparation for team meeting - initial step in repairing relationships and unifying the team. It is important that employees work productively and efficiently together sharing knowledge to benefit the organization and employee morale.
 - Created a draft SOP for the recall project – cross-training expands skill sets and exposes employees to diverse experiences.
 - Created and distributed (on behalf of Administration) employee survey intended to measure interest in providing public transportation options. L&OD will support the process through report creation and analysis of final results.

- Opportunities for employee coaching continue to present themselves. This offers a safe place to express concerns and talk out possible solutions/responses to situations.
- Risk Management:
 - Working on four requests for proposals/information on (1) Health Insurance (2) Onsite Health Clinic (3) Property & Casualty (4) post-offer physicals and drug/alcohol screenings.
 - Health insurance loss ratio for August, 72% and rolling 12 is 91% -presenting recommendation for Health insurance and employee health center to BCC for approval 10/28/08.
 - Presented to Board recommendation on property and casualty to stay with the League of Cities. In the process we had 3 competing firms, and the League's quote was the same one given to us in July was the winning one and saved the County over \$1,000,000.
 - Ranking of health center finalist and authority to negotiate with top ranked firm approved by BCC.
 - Met with top ranked firm -began negotiations on contract language -ironing out details on employee health center.
 - Issues with landfill and use of sludge with compost materials -performed air quality testing, with results that showed we were within the PEL exposure limits as determined by OSHA. –but we and Environmental Serv. agreed to provide respirators for employees on voluntary basis.
 - Continue to have issues with storage tanks and are working with DEP to resolve some of these - working with Facilities to get issues repaired or resolved with these tanks. Time is of the essence in order to remain in compliance with FDEP regulations.
 - 29 workers' comp. claims for September; 21 medical only and 8 information only. See department metrics report for General Liability, Auto, and Property.
 - Formed an inter-departmental ADA committee to address legal compliance issues.

Human Services

- Discussed with FL Dept of Transportation possible utilization of grant funds to acquire communication devices for some handicapped residents to contact Transit division.
- Finalized process for addressing increasing existing service and new service for senior clients with the Area Agency on Aging. Decision was made to allow emailing of service requests rather than faxing and/or phone calls. New procedure will save staff time- reduce costs for paper and long distance phone service to Fort Myers.
- Created and began distributing flyer which will direct people to call Housing division for answers to housing questions and developed flyers that will be distributed and used to promote the Affordable Housing Fair on October 18th.
- Created format for a new Hurricane Housing Recovery Program status update report that is now required monthly by the State.
- Posted Notice of Availability of funds for a SHIP administering agency for home owner strategies- required every three years. Award recommendation will be made to the BCC.
- Finalized subcommittee report to newly appointed Affordable Housing Advisory Committee with recommendations on issues pertaining to affordable housing as directed by the State. Adoption of the report by AHAC is expected in October and the report will be presented to the BCC in November.
- Developed new third Sunshine Ride route in support of STAR (Special Training and Rehabilitation) supporting the needs of developmentally delayed adults in Charlotte County. Service is provided five days per week.
- To close out the Community Services Block Grant for '08 and other social services funds reallocated to assist with rent/mortgage payments for low income individuals and restock depleted food pantry.
- Met with Growth Management staff discussed affordable housing and Babcock Ranch proposal.
- Attended FI Housing Coalition training on Acquiring Foreclosure Affected Properties for affordable Housing- worked with Housing Corporation to determine needs for additional foreclosure counseling.
- Developed proposal for most efficient utilization of Transit grant funding specifically for security, wherein some spend down reduces Fire EMS local expenditures.
- Cost saving activities initiated at Transit: paperless daily dispatch log for Dial-a-Ride office staff; converting single sided driver manifests to double sided; submitting electronic receipts to Fleet Mgt.

- Reorganized some transit operations: review duties/responsibilities of transit operations coordinators/reclassifying transit manager to grants mgt analyst; system of written policies/protocol.
- Participated in semi-annual Area Agency on aging monitoring senior services grants administered by the Department. No findings were identified.
- More than 130 county veteran service officers attended their annual training hosted by FI Dept of Veterans' Affairs and County Veteran Service Officers Association. Training includes criteria for federal and state veteran's benefits and updates on issues affecting veterans and their families.
- Met with Big Brothers Big Sisters of Charlotte County to discuss concept of mentoring center and implementing programs for at-risk youth.
- Facilitated joint council meeting of Children's Services Council, Charlotte Alliance and CC Juvenile Justice Council to discuss community needs and priorities for children's services. Over 40 people attended and Children's Task Force was formed to look at issues such as community disorganization, more effective lobbying and continued collaboration.
- A resource guide entitled Charlotte Community Resource Guide: Linking Youth and Families to Community Resources completed. Limited hard copy quantities available and Guide will be available at the Family Services Center website.
- Partnered and participated in hosting a Community Recovery Awareness fair at Charlotte Town Center mall. Over 20 local public and private agencies offered information on substance abuse and recovery resources available in community. Speakers at the event included professional counselors and people in recovery, supporting the event theme: "*Real People, Real Recovery*".
- Attended first meeting of Charlotte Harbor Neighborhood Solutions- group included representatives from Human Services, Legal Services, and Parks & Recreation, Community Redevelopment Agency, CC Sheriff's office, Trinity United Methodist Church, and CC Homeless Coalition. Group's task to address any potential problems associated with real or perceived problems at Bayshore Live Oaks Park- an agreed upon strategies, to engage people who frequent the park to get their input into ways to optimize the use of the park for all citizens.
- Partnered with Homeless Coalition to complete the annual request for funding to the Housing and Urban Development (HUD) for homeless Continuum of Care funding due in October. Request includes operational funding for Genesis Safe House homeless shelter- bonus request for rental assistance to provide permanent housing for people with mental illnesses and long term homelessness problems who are served by Coastal Behavioral Healthcare's Home to Recovery program. Home to Recovery is a 'housing first' model funded by a federal Substance Abuse & Mental Health Services Administration (SAMHSA) grant.
- "Housing First" model presented to local agencies and advocates. Coastal Behavioral Healthcare currently provides assistance to over 40 adults in Charlotte County with chronic homeless and mental health problems with housing and therapy services- presentation was a collaborative effort of HS, Charlotte County Homeless Coalition, FMHI and Coastal Behavioral Healthcare.
- Completed annual 211 external customer survey and internal fiscal customer survey.
- Compiled information to access Language Bank with no installation or monthly cost -service is available with "pay as you go" with the cost of \$3.95 per minute- purpose of service to provide quality of service to international community and to meet AIRS Accreditation requirement for the 211 Call Center.
- Presented "Conflict Resolution Workshop" for network committee called Directors of Volunteers in Agencies (DOVIA). Committee consists of professionals and volunteers who manage other volunteers throughout Charlotte County, non-profit organizations, government agencies and corporations.
- Met with County Attorney's to review and develop the contract documents for Charlotte Crossing Apts, and affordable housing apartment complex in Deep Creek for seniors and funded in part from the Hurricane Housing Recovery Program.

I.T.

- Property Appraiser: Now pulling addresses from the new GIS Address data. They no longer have to maintain their own separate address data for the physical property address which is much more efficient.
- Charlotte County Sheriff's Office: New GIS Address database was put to the test through a request from the Charlotte County Sheriff's Office. GIS staff geo-coded (or matched addresses) the GIS address database to the Embarq 911 database and achieved a 99.93% match rate. This indicates that our GIS Address database is extremely accurate and reliable.
- CCU: Applications Services completed reports that will make the process of identifying and collecting delinquencies more efficient.
- Departments Move: Health Dept. move to South County Annex; MPO move into East Port Campus.
- GIS: helped to secure a \$3.5 Million grant for the Buck Creek Park Project through trails and waterways link the proposed site to other established parks. Excellence points were given to the project maps that help qualify the County for the grant funds.
- Online Employee Application: Website in production. HR received over 30 applications through the site, which allows them to easily find applicants who meet the minimum criteria for employment and makes it easy for applicants to apply for additional positions without duplicate entry.
- Glades Library: IT Department completed tasks for division of Glades Library from Charlotte County Library system.
- Event Center: IT Department connected Event Center to County Fiber Network. Equipment and telephones installed and working.
- IT: Implemented new Service Desk software solution to provide an easy-to-use web-based template for users to fill out and track helpdesk tickets -tool provides IT with more efficient ticket routing and escalation methods. Training was completed the week of September 15th and IT will go live on October 6th.

Parks, Recreation and Cultural Resources

- Department Administration:
 - Public Meetings:
 - Facilitated/attended meeting with Charitable Org. regarding Food/Beverage Contract at Event Ctr
 - Facilitated and participated in new hire orientations for new part-time employees
 - Participated in contract negotiations with winning bidder of Food/Beverage contract at Event Ctr
 - Participated in conference calls with the Tampa Bay Rays regarding field maintenance staffing
 - Facilitated negotiations regarding Charlotte Harbor Environmental Center contract
 - Participated in interviews for Program Supervisor position for the Charlotte Sports Park
 - Facilitated meeting with Sherriff's Office regarding park patrol/program booklet
 - Met with County Attorney regarding Reclaimed water for the Charlotte Sports Park
 - Met with Risk Management and County Attorney regarding Port Charlotte Beach Restroom facility
- Public Outreach:
 - Participated in Government Day at the Mall
 - 4 Press Releases written and published for the Department in the month of September
 - Provided layout, design/distribution of Program Guide, Blueways Trails, & Park Facility Guide
 - Produced/distributed 2600 program flyers/600 postcards/5 webpage update/1 PowerPoint Pres.
 - Office staff fielded 1,958 telephone calls and 20 web mail inquiries for the month of September
 - 37 Citizen Concerns were processed for the month of September
 - 164,897 hits to the Department website in the month of September
- HR/Volunteer Coordination:
 - Created application book for Program Coordinator position at the Historical Center
 - Prepared IUPAT evaluations for forwarding to HR Department
 - Facilitated new hire selection forms for forwarding to HR Department
 - Updated Organizational Chart
 - Updated new Part-Time Vacancy Report

- Continued to process FDLE background Checks of applicants for new part-time positions.
- Historical:
 - Peace River Doll Club agreed to collaborate with Historical Ctr on next year's exhibit *From Bru to Barbie*, open from 04/21 thru 11/14/09. -feature dolls and toys from many eras. (Bru is a famous French doll-making company dating back to the 1800s, whose dolls are still prized today.) Longtime collector Nancy Vanselow and doll maker Marilyn Josephs will be guest curators.
 - Environmental Services, Inc., from Jacksonville completed Phase 2 of county-wide Survey of Historical Resources. Professional archaeologists/historians recorded one new archaeological site and 254 historical resources in inland areas, supplemental to last year's Phase 1 survey in coastal areas. Total of 106 prehistoric archaeological sites were used to develop a predictive model for potential archaeological sites in undeveloped areas, as a growth management tool.
 - Historical Center served 90 visitors in September, for a total of 7,643 during the past year.
 - 38 volunteers donated over 860 hours for a total of over 6,088 hours during the past year.
 - Currently have 1,430 member households in Historical Ctr Society (our fundraising arm), increased from 1,184 last September.
- Libraries:
 - Use Statistics:
 - 71,000 items were checked out during September, an increase of 8% from September last year.
 - 46,300 visitors, a decrease of 15% from September 2007
 - 10,000 computer uses, an average of 450 per day
 - 600 children and adults attended library programs
 - Other:
 - Volunteers donated 1,200 hours to libraries during September
 - 650 new card holders received free sunset cruises with the Kingfisher Fleet during the September Library Card Sign Up Promotion
 - 18 new part time employees received training and began work
 - Libraries featured in *Prime* newsletter distributed to public libraries nationwide by Brodart, Inc., one of the largest library materials, supplies and furniture vendors in the world
 - Transition of Glades Library to Heartland Library Coop complete, ending 32-year relationship
 - Mid County Library & Sheriff's Dept partnered introduce McGruff, new crime dog to children
- Parks:
 - Land Management Section:
 - One nature walk was conducted at Amberjack Environmental Park (another walk was rained out)
 - Staff attended kickoff meeting of a new exotic species working group that includes multiple local, state and federal agencies and private land owners
 - Directional trail signs mounted on posts at Amberjack/Tippecanoe Environmental Parks
- Recreation:
 - Harold Ave Rec Ctr -Parent & Tot program from free to fee based -\$120.00 generated in month.
 - Harold Ave Recreation Ctr increased rental revenue 25% from September 2007 to \$737.00
 - Adult Volleyball League at South County Rec Ctr began with a total of 6 teams and 28 registrants
 - South Cty Reg. Park Pool hosted Charlotte High School "Tarpon Invitational" Swim Meet 09/08 - event drew H.S. Swimmers from Southwest Fl, est. attendance of 800 swimmers/families.
 - South Cty Reg Park Pool hosted 2 H.S. swim meets -est attendance 150 swimmers/families.
 - Oyster Creek Reg Pk Pool hosted 2 Lemon Bay H. S. swim meets est. -150 swimmers/families.
- Support Services:
 - Port Charlotte Beach Boat Ramp docks renovated with no interruption to boat launching
 - Final reviews/stakeholder comments into final South Gulf Cove Park System Master Plan
 - Park improvements at Hathaway Park begun, funded partially by Assistance Program Grant
 - Performed punch list -final inspections at Event Ctr -take over maintenance/operations-began maintenance and operations
 - Performed punch list -final inspections at North Ch Reg. Pk, Phase 2 -take over maintenance/operations-began maintenance/operations -facilitated soccer league to new concession building
 - Obtained variance for the Event Center's LED sign from Punta Gorda City Council

- Repaired sports lighting at North Charlotte Regional Park due to wiring thefts
- Met with citizen and HOA representatives of Burnt Store Lakes –construct a neighborhood park

Public Safety

- Animal Control:
 - Met representatives of Bureau of Animal Disease Control (Department of Agriculture). They supplied information on starting up a SART (State Agriculture Response Team) program in Charlotte County -discussed concerns about emergency response/preparedness & pet-friendly shelters.
 - Cancelled lawn maintenance contract with Ameri-Tech after establishing correspondence with Charlotte County Jail I -determined that inmates from the Jail would perform service on an “as-needed” basis -first job completed in August in an attempt to save money.
- EMS:
 - First week of month monitoring and activating (partially) the EOC for Hurricane Ike -entertained 3 candidates for County Commission -to further their knowledge of Emergency Management, in order that they might be better informed as to the activities and responsibilities of this office.
 - Staff responded to what appeared a direct threat from Hurricane Ike –CC was placed in Nat'l Hurricane Ctr “cone of uncertainty” -prompted to schedule a Sunday briefing of major players and brought staff to EOC on Saturday for 4 conference calls with Nat'l Weather Service, Nat'l Hurricane Ctr, FI Div of Emergency Management and 10 Counties of Region Six.
 - Sunday, 09/7th, able to cancel briefing and scheduled emergency meeting of BCC for 09/8th.
 - Director/Growth Management to testify before the Board of Zoning Appeals regarding a proposed Adult Congregate Living Facility that developers wanted to site on the Peace River in Punta Gorda -facility would be in a Tropical Storm Surge Zone, something the County's Comp Plan tries to avoid -able to convince the BZA that such a location would not be a good idea for this type of facility -many of the 100+ residents would be transportation dependant from Cat 2 threat.
 - Attended Board of Directors meeting of Retired/Senior Volunteer Prog. -group provides volunteer resources to our operation. RSVP now serves as repository for information pertaining to CERT (Community Emergency Response Team) -waiting list of those interested in obtaining this valuable public education opportunity.
 - Met with Salvation Army Community Adv Board -planning grand opening of new Salvation Army Service Ctr at Loveland and Midway Boulevards -multi-purpose building replaces 3 structures destroyed by Hurricane Charley, 1 earmarked as Volunteer Reception Ctr. -ideas discussed for utilization of strategically located building alongside King's Highway, a mile from I-75.
 - Director attended Gov't Day at Mall on 09/20 with Public Safety representatives promoted our “Know Your Zone” program and answered numerous questions about specific vulnerability to storm surge -encouraged residents to register with the “Charlotte Alert” and assisted by VOAD Coordinator, Dr. H. Agabedis and CERT Training Director, Bob Price. Dozens of people stopped by our tables to discuss a variety of subjects. Several residents signed up to volunteer in one of our numerous areas of service. Gov't Day saw the debut of our new departmental brochure.
 - Participated in MPO Technical Adv Committee meeting at East Port Env. Campus. Director a member of transportation planning advisory group for 15 years. It gives us information and insight on matters of future road, bridge, rail and airport projects that we might otherwise not be aware of until they are well underway.
 - Monthly Emergency Mgt radio show -discussion on impacts to Texas from Hurricane Ike and a comparison between what that storm did to the Texas/Louisiana coasts and might have done to FI -numerous calls from residents wanting more info on storm surge-effects away from coast on harbors/rivers/canals -talked about difference in coastal construction techniques and absence of building codes and inspections in Texas -hurricane season continues until end of November. Most folks think hurricane season is over by October, but tropical storms/minimal hurricanes have threatened as late as the end of November depending on water temperatures.
- Fire/EMS: No activity.

Public Works

- Engineering:
 - Aqui Esta Drive Improvements- process to select consultant for construction management underway.
 - Carmalita St Widening: Notice to proceed issued weekly coordination meetings with contractor, School Board, City of PG Public Works, Utilities, and utility owners. Contractor is ahead of the scheduled completion date, March 31, 2009. The new Punta Gorda Middle School opened with minimal traffic problems. New pavement has been placed in front of the middle school and CPAC. Traffic will be switched onto the new pavement within the next 2 weeks.
- Paving:
 - FY2008 North/South/West County Paving Program: AJAX Paving currently paving in Greater Port Charlotte- area is 37% complete. AJAX completed all of Englewood East, Beach Road, Sailors Way and El Jobean area. Contract time is at 66% and work complete is at 63%. AJAX will move into Punta Gorda Non Urban once Greater Port Charlotte is completed.

Purchasing

- Quotes due and received:
 - 08-387 Post Job Offer Physicals & Drug Testing
 - 09-003 Concrete Pump
 - 08-397 CCU Customer Bills, Notices & Envelopes - Annual
- Pre-Construction meetings held:
 - 08-379 Gravity Main Repair
 - 08-340 Westport Deep Well Injection Pump Upgrade
- Pre-Submittal meeting held:
 - 08-345 Urban Design Charlotte Harbor
 - 09-015 CEI Services - Aqui Esta
- Proposals due and received:
 - 08-396 Property & Casualty Insurance
- Shortlist meetings held:
 - 08-396 Property & Casualty Insurance
- Negotiations held:
 - 08-158 Hurricane Retrofit - Various County Facilities
 - 08-273 On-Site Medical Services
 - 08-248 Food / Beverage Event Center
- Pre-Bid meetings held:
 - 08-403 T-Shirts for Fire/EMS - Annual
 - 08-391 Asphalt Repairs - CCU - Annual
 - 08-364 Supply Asphalt Concrete - Annual
 - 08-390 Northwest Port Charlotte Bridge Repair
 - 08-400 Northwest Port Charlotte Maintenance Dredging
 - 09-027 Stump Pass Low Profile Groin Field Removal
- Bid Openings held:
 - 08-382 Sale of County Owned Property (Whidden Industrial Park Parcel)
 - 08-367 Gulf Cove Waterway Maintenance Dredging
 - 08-364 Supply Asphalt Concrete - Annual
 - 08-391 Asphalt Repairs - CCU - Annual
 - 08-222 Aqui Esta Drive Improvements

Real Estate Services

- Flamingo/Edgewater: Acquired 228 lots out of 332 lots- additional lots on-going-expecting to acquire in the near future.

- Piper Road: Right of way acquisition continues in southern section (Henry St to Jones Loop)-moving ahead with eminent domain process for section of Burnt Store Road.
- Burnt Store Road: Approximately 195 parcels and/or easements in total -approximately 90 acquisitions- continue to pursue voluntary acquisitions but moving forward with eminent domain process for section of Piper Road.
- Midway Expansion: Working with Public Works to ensure necessary easements and acquisitions in place to allow construction to begin early 2009.
- Winchester South: Completed bulk of right of way and scrub jay mitigation land Acquisition we are in the planning stages with Project Manager to determine what additional property interests (slope easements, temporary construction easements, etc.) may be required as project moves forward.
- Environmental Lands Acquisition Program: Acquisition of Ryals Ranch completed- acquiring additional lands subject to available funding and BCC direction.
- Public Works: Projects- AQUI Esta, US 41 Beautification, Peachland sidewalk.
- Toledo Blade and Hillsborough Boulevard Intersection Improvements: Acquired 5 parcels-moving ahead with eminent domain process.
- CCU: No change, continue to work with CCU on several projects/upgrade and/or expansion of facilities throughout the County.
- Potential Surplus Parcels: Received bid of \$39,128 for surplus parcel located in Whidden Industrial Park area, a "non-buildable" parcel. Staff recommended approval of this bid- item will be bought forward to BCC for approval in the coming weeks.
- Weir Replacement Sites: No change. Continue to assist Public Works.
- Employee Clinic: Working with Human Resources (Risk Management) to find approximately 1,800 square feet of lease space in the Murdock area.
- Habitat for Humanity: No change.
- Murdock Village: Settlements and mediations continue hope to conclude within next 2 months. The plat vacation has now being recorded and this exercise is completed.
- Tippecanoe II: Mediation on Flamingo Waterway Corporation on-going/months to resolve.
- Customer Satisfaction Survey: Overall "Excellent" rating.

Tourism

- Director:
 - Attended weekly Directors' meetings with County Administrator.
 - Attended final public budget hearings.
 - Coordinated a two-day analysis of entire tourism budget -advised by Budget Director room tax projections required a \$378,000 reduction in '08-09 budget -required a 55% cut in advertising budget which will have negative implications on leisure and event center marketing.
 - Worked over two weeks with Smith Advertising -reduce budget by 55% due to budget cuts.
 - Wrote monthly Sun Herald column.
 - Conducted/facilitated 1-1/2-day Tourist Dev. Council workshop retreat -on review of TDC role and responsibility; -organization's long-term financial stability; and relationships with key community partners -results included increased number of meetings beyond required quarterly sessions; greater community involvement by members on tourism issues; and closer contact with the BCC.
 - Conducted individual project update meetings with staff in view of substantial budget cuts.
 - Continued to define strategic planning for meeting & conference trade show outreach.
 - Bureau hosted 62nd Annual FI Outdoor Writers Association Annual Conference 09/10 -13th -100 members at Best Western Waterfront, PG, -destination will gain more exposure in print, video, and electronic media, in turn, generating significant awareness on the area.
 - As a result of my past professional employment of seven years in the White House, I was asked to tape a 2-hour oral history of my experiences as a writer and director of correspondence in the Nixon and Ford Administrations. The recordings will be used in the Nixon Presidential Library in Yorba Linda, CA.

- Attended Pre-agenda/BCC meetings to discuss advertising budget reduction and contract renewal.
- Attended VISIT FLORIDA's annual regional meeting to learn about their reorganization and strategic marketing plans for partners.
- The Visitor's Bureau and its advertising agency hosted an Advertising Fair on 09/17 to introduce the 2008-2009 Cooperative Advertising Program to local tourism industry partners. In addition to the new open house format, the Bureau worked to expand the selection of advertising products (including internet) and markets (such as Canada), as well as developed new value-added bonus incentives. Media representatives from the various publications also attended the Advertising Fair to answer questions and provide detailed information enabling VB industry partners sign-up for these advertising opportunities on location. The new format was very successful with more than \$16,000 in advertising space reserved.
- Attended capital campaign committee meeting for the Visual Arts Center.
- Attended Punta Gorda Chamber's Annual Awards Dinner.
- Met with airport officials and Ed Warneck, principal of Direct Air regarding promotional and marketing opportunities for the airline and the destination.
- Working with airport officials and the advertising agency for Direct Air in developing a marketing plan for this area.
- Communications & Marketing:
 - Worked with the Agency and VB Director to reduce the VB's 2008-2009 operating, marketing and advertising budget
 - Worked with Agency in development and execution of an open house to launch the VB's 2008-2009 Cooperative Advertising Program. This included the determination of product offerings and price points, creation of incentives, redevelopment of the cooperative partner database, open house logistics, direction and preparation of support materials.
 - During September, print advertising targeting the meetings and conferences industry appeared in *Meetings & Conventions* magazine.
 - Interacted with advertising agency on a daily basis addressing multiple issues including project approvals, the media flight plan, as well as campaign, ads, collateral and program development.
 - Provided direction and final approval for CRM program e-promotions to include a *Kayaking & Fishing* e-blast.
 - Provided direction in selection of stock, finish and approval of final proof for the presentation folder to be used as a Media Kit.
 - Attended VISIT FLORIDA's annual regional meeting, as well as several meetings with individuals from entities including TravelHost magazine, the Wyvern Hotel, the Englewood-Cape Haze TDC, Main Street Punta Gorda, DirectAir, Brandon Advertising and the Charlotte County Airport.
 - Conducted a two-day familiarization tour for Ed Warneck, principal of Direct Air.
 - Developed and distributed the monthly online newsletter 'Have You Heard?'
 - Provided ongoing direction and support in the development of "Wreaths Around Main Street", a new Main Street Punta Gorda holiday program.
 - Provided photos and direction specific to the slideshows created for the redesign of the VB's leisure travel web site.
 - Rotated and updated feature spots on www.CharlotteHarborTravel.com home page, created new landing pages and updated various pages of web site.
 - September internet advertising included promotion on TravelPromotion.com.
- Public Relations:
 - Wrote and distributed press release: "Charlotte Harbor & the Gulf Islands Welcomes the Florida Outdoor Writers Association" (resulted in editorial in The Sun on Sept. 10). Distributed press release: "The Cuba, Punta Gorda-Charlotte Harbor Connection Exhibit to open at the Blanchard House Museum".
 - Posted to VISIT FLORIDA's Hot Happenings Section: FOWA Conference, Blanchard House Museum Exhibit, and Direct Air Bringing Air Service to Charlotte County Conference call/meeting with SMITH Advertising and Public Relations on 09/ 3.

- Participated in the Tourist Development Council Retreat, Sept. 4 & 5. Hosted and coordinated all itinerary and conference logistics for the Florida Outdoor Writers Association Conference, Sept. 10 – 13 in Punta Gorda. Attended the Southeast Outdoor Press Association Annual Conference, Sept. 16 – 21, Gatlinburg, Tenn. Charlotte Harbor & the Gulf Islands will be hosting the conference next year, observed and took extensive notes to grasp the conference set up. Attended the VISIT FLORIDA Road Show, Sept. 16 in Bonita Springs.
- Participated in the community meeting with Direct Air at the Charlotte County Airport and meeting with Ed Warnek, Direct Air President Media, in contact with: Coast Living Magazine to fact check about the “Holidays on the Harbor,” Susan MacCallum-Whitcomb (Spring 2008 FAM Participant), Doctor’s Review to fact check.
- Liaison with Capt. Marian with Grande Tours and industry hoteliers to create a White Pelican Travel Package to coincide with the return of the “original snowbirds” for the upcoming season. Packages should be complete in mid-October.
- Continued working on the itinerary for the 11/13 – 16 Media FAM. Note: Media FAM for the Midwest Travel Writers Association and VISIT FLORIDA, scheduled for 11/3 – 6, was cancelled due to budget reductions.
- Continued to build the CleanPix image library with the assistance of the Communications & Marketing Manager.
- Continued writing content for weekly “Good News Submissions” for the County Administrator’s weekly newspaper column, CCNews and the Charlotte County Alert.
- Note: The Ohio Media Mission arranged by VISIT FLORIDA and scheduled for Sept. 22 – 27 was postponed until February due to the threats from Hurricanes Hannah and Ike.
- Sales & Sports Marketing:
 - Participated in the Tourist Development Council strategic planning retreat.
 - Met with the general manager of Bobcat Trail Golf Club to discuss a variety of topics including golf vacation packages, bidding on AAU Golf Tour events, and course photos for our website and other marketing collateral.
 - Met with Enterprise Car Rental to discuss a corporate account with discounted rates to be offered to potential visitors as well as for internal use.
 - Attended HSMIA’s Affordable Meetings trade show in Washington D.C. to raise awareness of the new Event Center; and build a database a meeting planners in the association, corporate, and SMERF markets. Over 2,000 meeting planners attended this show.
 - Met with the Director of Sales for Momentum Hotels to discuss vacation packages, lodging for the BMX and Gymnastics events, and lodging/hospitality for the upcoming golf travel writer FAM (Writer Cup).
 - Attended the Visit Florida Roadshow in Bonita Springs in which Visit Florida presented valuable industry information/trends as well as information on new and existing Visit Florida cooperative marketing programs.
 - Assisted with our Cooperative Ad Fair in which a variety of advertising opportunities were offered to our industry partners.
 - Participated in a site tour of the Wyvern Hotel, scheduled to open by December 2008.
 - Conducted tour of the Event Center for Loretta Kohlstedt (a meeting planner for Motorola) and Kathy Stuenkel (meet director for the AAU Gymnastics State Championships).
 - Attended Direct Air meeting at the Charlotte County Airport and conducted tour of downtown Punta Gorda for Ed Warneck (a principal for Direct Air).
 - Attended monthly meeting with Parks, Recreation & Cultural Resources on Event Center and sports event planning.

Utilities

- Operations Division:
 - Treatment Facilities
 - Personnel: 2 vacant ww operator positions- 1 termination, 1 resignation.
 - 2 operator trainees passed exams for operator certification.

- 1 ww operator trainee preparing for exam.
- 1 mechanic moved into vacant operator position -selection has been made to fill second vacancy- no final start date determined.
- Water Distribution:
- Personnel: Section 2 vacant positions.
- Distribution System: Completed 10 new water service line installations; repaired 56 line breaks; exercised 98 system water valves; maintained and flow tested 106 hydrants for system maintenance; changed out 79 galvanized service lines as system maintenance; responded to 40 water quality calls; serviced 9 vehicles at Fleet; Peace River plant went back into normal operation on Sept 2nd . The Englewood interconnect was shut down on the 2nd at 2 PM when Peace River went back to normal ops. All annual departmental evaluations were completed and submitted on the 5th.
- Booster Stations: #2 (Golf Course) remains out of service. General Contracting has installed a driveway and swale. At #3 (Gulf Cove), performed preventative maintenance. On 9/18 the safety committee completed an inspection of the site and the operators addressed the deficiencies noted in their report. ADF was 2.587 MGD. At #4 (Walenda), performed monthly preventative maintenance; General Contracting started work on the site exposing bypass pipe ends and installing the access drive from Como St; the #3 VFD fan and thermostat had to be replaced. ADF was 3.007 MGD. At #6 (Rotonda), performed monthly preventative maintenance. The dome vent cover blew off in a wind storm damaging the vent cover beyond repair. Crom Corp has been contracted to install a new tank vent. The safety committee inspected the site and the operators are working on the punch list. Avg. daily flow was 1.733 MGD. At # 7 (Ingraham Injection Station) running normally. ADF was 124,791 GPD. At #8 (Englewood Interconnect), was shut down on 9/2 and ready when needed. ADF across Myakka River to West County was 386,816 GPD.
- Sampling: Monthly compliance samples completed.
- Boil Water Notices: Eight boil water notifications were processed for the month.
- Wastewater Collection:
- Personnel: Completed Rescue Training Recertification simulated rescue for 9 employees.
- Lift Stations: Performed 361 lift station preventative maintenance work orders; performed 89 corrective maintenance work orders which included check valve cleaning, pump de-ragging and wet well cleaning; replaced PVC discharge lines #1 and #2 with HDPE at LS # 99; repaired 4 submersible pumps in-house; completed start-up for 2 lift stations in Tern Bay and 1 rehabilitation start-up in the CRA area; completed 6 lift station draw down calibrations; set Sensilog Hydrogen Sulfide sampler in the Deep Creek area for odor control report.
- Low Pressure Sewer: Responded to 267 low pressure sewer service calls; installed 8 new services; upgraded 27 existing systems; replaced 5 collapsed tanks; installed 5 mandatory connections; and repaired 11 leaks; replaced 13 bad service connections.
- Finance Division:
 - Completed finalizing Pirate Harbor MSBU costs based on actual costs
 - Attended Budget Public Meetings
 - Received updated CDBG budgets for Charlotte Harbor MSBU
 - Held meeting to coordinate SWFWMD grant submissions for FY2010
 - Completed Finance employee annual evaluations
 - Met with Clerk's finance to discuss inventory processes
 - Met with Clerk's payroll department to coordinate timesheet entry into Eden module
 - Met with Public Works to discuss Winchester Road project and Utility relocation
 - Discussion with Public Works and Health Department on possible 2010 wastewater MSBU areas
 - Performed year-end inventory count
 - Finalized all fiscal year end cash entries and sent to Clerk's Finance for entry
- Business Services:
 - IVR: In testing stages. Some issues identified and will be resolved by next report.
 - Mass Notification: CCU is testing the download of current phone numbers for all customer premises. Test suggests all residential folders are accurate and transfer of data will go smoothly,

also, true for commercial accounts unless multiple units for one premise. Will need to manually enter that data but it is manageable and can be accomplished quickly. Staff also testing the mass notification program and its impact on the IVR system.

- New Bill/Electronic Bill: Recommended corrections to new bill design made. IT staff testing revisions and will submit to Billing for their testing. CCU begins test printing and off-site testing of the OMR/Bar Code function to take advantage of house-holding (grouping multiple bills for one recipient into one envelope), and omit sending return envelopes to customers who are on recurring electronic payment. It has been determined we will not be able to utilize the IVR/Mass Notification program to provide electronic billing. Estimate to have Group 1 provide service is \$48,000- deferring this activity while watching economy/budget issues. Mail scanning equipment proposed costs did not justify purchase based on internal efficiencies. Will be able to enter into a new lease in December 2009. In the meantime, we will test the bar code to ensure accuracy of the process.
- Building Construction Services Liaison: 23 utility inspections performed/passed (prior to CO inspection). Staff BCS and Engineering met with Business Services and developed process model for connections to sewer system have been applied for and connection fees paid.
- Utility Regulation: Roger Davis deals directly with utilities -we act in consulting role. 1 question requiring customers with multi units- referred to Engineering Division.
- EZ Pay: 9,031 payments processed. -transactions break down as follows: 2,258 one-time pays; 2,980 recurring payments and 3,793 payments through Customer Service Reps. 91 returned items in system; 31 insufficient funds -60 invalid bank number.
- AMR Replacement: 20 Orion AMR transponders installed. Of 20,823 customers with AMR transponders 5,704 have ITRONs, 14,854 Orion -ITRON transponders two-year warranty while Orion 20-year warranty. The 20,823 represent 38 percent of our customer base with AMR meters. The percent of AMR meter decrease due to removal of ITRON transponders.
- Customer Service: The installation of the new VoIP system completed on 4/19 -still tweaking system to phones registering on hold when they are not, automatic call back feature, etc. Business Services received 6,095 phone calls. Out of the total number of calls, less than 1% of the calls were abandoned. With old system average of 3 - 12% of the calls were abandoned monthly. Additionally, the service grade level for all calls was 91.5% compared to 60 - 82% grade levels on the old system. 10 new service requests representing \$88,345 in connection fees.
- Port Charlotte Associations: Landlord: No activity -requested to be on a future agenda to discuss collecting full balance at the time of turn on for payment.
- Real Estate: Recently changed one business practices to accommodate the changing real estate environment. Now allow shut-off for non-payment to have the services restored for one day when an inspection is to take place. -\$40 premise visit fee. Tried getting word out to most realtors, but will try and address the association to attempt to reach a larger audience.
- Meter Services: Installed 7 new meters (existing lines) -30,556 meters manually read; 69 skipped (less than .1% of all reads), 72 misread (less than 1%) 2,573 service orders closed, including check meter/verify read, box/lid maintenance, shut-off, and turn-on.
- Billing and Collections: Delinquencies: Returned checks \$4,947 FY-08 YTD total: \$33,839 -699 accounts shut off for non-payment. Reconnection revenue (meter was turned off) collected \$28,881, penalty revenue \$39,616 and premise visit revenue (payment was made before shut-off occurred) \$480. Total delinquency revenue for month- \$102,816; FY-YTD 08 total: \$758,000. Tampering: 59 meter-tampering for total of \$18,360; FY-YTD 08 total: \$99,530.
- Liens: 188 liens filed in month, representing \$61,848.02. 25 liens released, total of \$25,028.81.
- Community Relations & Water Conservation:
 - Internal Communications: Led On-Tap editorial team/wrote articles/photos/organized/edited CCU photo library; training in newsletter layout. Wrote/edited/proofread customer correspondence, documents, ordinances, etc. Researched and distributed relevant daily news articles, maintained clippings.
 - General Services: Customer contact databases; phone coverage for administration and security desk.

- Media Relations: Print/broadcasts to provide information & positive reporting on Utilities stories.
- Interdepartmental Communications: Provided input to C&M for Comm. Tally Sheet/weekly press items. Hosted Common Issues meeting with Public Works, Growth Management and BCS. Attended PIO training with Communications & Marketing at EOC.
- Facilitated planning for Gov't Day -displays, literature; event -set up/tear down. Met with Public Works and Health Department to discuss coordinated efforts for future wastewater expansion MSBUs. Assisted Economic Development with information request. Organized/provided information to Administration on Utilities plant expansions.
- Water Conservation: Toilet Rebate Program: Addressed questions from potential participants and began contacting individual commercial/multi-family customers to determine interest in program. Worked with SWFWMD on request to amend focus of program to include residential customers. Approval is expected in October.
- Worked with SWFWMD representatives on joint marketing efforts for Water CHAMP (hotel program), Water PRO (restaurant program) and our Toilet Rebate Program, including joint press release/news articles; CCU bill insert; Web page links and information; ads in employee newsletter.
- Received items for Indoor Water Conservation Kit program; working on graphic insert for kit and installation instructions. Met with Business Services to discuss customer usage tracking for these kits and the Toilet Rebate Program.
- Participated in two Conserve Florida meetings via teleconference regarding the Conserve Florida Clearinghouse and GUIDE program.
- Provided monthly customer data to SWFWMD for water conservation pilot study.
- Customer Relations/Community Outreach: Researched/responded to customer questions/concerns, including Administration and BCC; Provided updates and additions to CCU Web page on new rates/MSBU updates/new forms requested by Business Serv. & Engineering; Prepared information sheet on micro-constituents in water; Prepared MSBU project updates and fact sheet on assessments vs. connection fees; provided to POAs to share with members and posted on our Web site; Assisted local high school student with a Science Fair project on water treatment.
- Engineering Services Division:
 - 62 developer project inspections, 450 CIP inspections, 17 LPS Installations, 17 LPS Start-up Inspections, 12 LPS Mandatory Re-Inspections, 1 C/O Inspections - 559 total
 - 3 Developer Agreements prepared
 - 239 active developer projects (Project Tracker); 14 closed projects (Task Tracker)
 - 5 new sets of plans received; 7 revised sets of plans submitted for approval
 - 109 residential service availability letters prepared, 9 commercial service availability letters prepared – 118 total
 - 28 water and sewer services field verified
 - 1069 locates processed from Sunshine State One
 - 39 residential service applications processed.
 - 3 permits received, 4 permits approved by CCU for FDEP Submittal – 7 total
 - 15 record/as built drawings reviewed
 - 54 Large Intersection Locates/Design Tickets – 132 man-hours
- Major Work Orders:
 - WO#5: Ops Generator- All shop drawings reviewed-accepted and returned. -material received, contractor will start construction.
 - WO #6: Regional Reclaimed Water Expansion: Transmission Main (Contracts 1A and 1B): All final punch list items for the reclaimed water transmission main have been completed on both contracts. Service connection to Franz Ross Park completed under change order to Contract 1B.
 - Booster and Storage Sites (Contract 2): Contractor will continue with installation of yard piping and conduit. Shop drawings for pump enclosures are under review.
 - WO #7: Burnt Store RO Water Treatment Plant Expansion: Undergoing final rate testing. Final site clean-up and well head construction to be completed early October. Held Pre-Bid conference for Production and Monitoring Wells. Bids to be received 10/1. Contractor mobilized to site and

began to receive materials for Plant Expansion. Started installation of raw water feed lines and set up field offices.

- EES Compost Leachate Collection Design: FDEP requires that run-off from composting activities at the landfill be captured and treated at leachate treatment plant. CCU Engineering beginning project to design drainage management facilities for the composting area for Environmental Services (EES) -preliminary design completed for EES. EES reviewed with FDEP and received favorable response.
- WO #28: Rotonda WRF Expansion: Phase I went into start-up mode: a) mechanical testing of the Zenon MBR equipment, b) installing the MBR cassettes and c) sending the first seed material to the new aeration basin. Zenon operated all four of the MBR skids and all twelve of the cassettes were installed without incident -9/26, the first seed material was processed through the rotary screens and sent to the aeration basin. Approximately 50,000 to 70,000 gallons of seed material will be needed to allow the MBR Units to be put into operation -current startup schedule is: SCADA system to be functioning – NLT 10/7; Receive DEP authorization to place plant in service – NLT 10/9; Start to place the MBR skids into service – NLT 10/10; Phase I producing reuse quality water – NLT 10/20 -mandatory that SCADA system be functioning before DEP will authorize plant to be placed in service and DEP will not authorize plant to be put into service until they conduct a final site visit -both extremely critical issues and the Engineer of Record, Boyle, is coordinating with DEP and CCU is coordinating with the SCADA installer to minimize any impact to the above schedule.
- WO #29 Upgrade Tanks & Boosters: Site work progressing at Golf Course, Walenda and Gulf Cove sites, although Gulf Cove site has had high water flows from recent rains. Submittal/shop Drawing approvals on-going.
- WO #32: Burnt Store Village Lift Stations: Boyle to prepare final construction plans and documents.
- WO #39: East Port Expansion: -process of re-rating the East Port Deep Injection Well System from 9.6 MGD to 12.0 MGD -selected vendor to TV the line; on site 10/2nd-3rd. Received Headworks report -bid document to Purchasing for review by eng. staff.
- WO #42: Six Lift Station Rehabs: Plans/technical specifications for bidding being prepared for delivery between 9&12/08.
- WO #44: Spatial Information Assessment (Geodatabase): Jones Edmunds loaded CAD Loader on 9/26 -Beta testing of the software commenced -All field data collected in Rotonda area. QA/QC review of final utility data started -revised draft of the Procedures for Updates & Queries submitted -commented upon by CCU -Final revisions to address comments being made.
- WO #45: SR 771 Forcemain & Butterford WW: Construction of Kings Hwy section complete except for final connections. Working with PRWA to establish future connection point at Walmart site. Contractor performing initial pressure testing of line in preparation of final pressure testing and performing site restoration.
- WO #46: Water Trans. Main: -contractor is in final stages of completing project.
- Rotonda Villas & Springs Water & Sewer System: County Surveying Dept. continued to establish GPS points and Bench Marks within extent of development. CAD personnel completed base maps and stationing. Limited field work locating water distribution piping should continue.
- WO #53: Rotonda Sands & Meadows -on schedule. Pipe installation in Sands area 65% complete. Compaction/pressure testing of pipe not progressed -drier weather approaching testing is expected to proceed much better.
- General Contracting Services, pressure tested 20,000 feet of 2" through 8" pipe. All pressure tests passed CCU Standard Specs. Culvert crossing using DR-18 4" -6" PVC approved. Shallow road crossing progressing. Shallow culvert crossings subject to change order requiring DR-18 PVC casements and end plugs. Work Progress Review Meeting scheduled for 9/26.
- WO #59: Lift Station Rehabs: Rehabilitation construction of LS # 801 proceeding. Shop drawings for all major pieces of equipment approved. Equipment ordered by contractor -actual work scheduled to begin before the end of October.

- WO#60: Babcock Ranch: 4th RAI was received on 9/19 -response being prepared -meeting scheduled for 10/15 with SFWMD, CCU and Malcolm Pirnie to discuss inter-district transfer issue.
- WO #62: LPS System CH-CRA: Pipe installation completed and tested west of US 41.
- Rehabilitation work 90% complete on LS # 72-requires restoration/minor adjustments -several pipe connections remain to be completed east of US 41 -Pinnacle proposed LS construction 75% completed -gravity sewer service for Ambutrans, complete/tested. Power service installation LS # 72 complete -working with FP&L for power service at Pinnacle LS site -power service is large effort to connect power from Church St, a quarter mile distant. FP&L handicapped -field crew supporting Texas caused by Hurricane Ike -10/15 target date for power service to Pinnacle LS.
- Peachland Blvd Sidewalks: Contractor to address any utility conflict issues while installing new concrete sidewalk and storm drainage.
- Burnt Store WRF Expansion: 90% Design Plans, Technical Specifications, Domestic Wastewater Facility Permit Application and Environmental Resource Permit (ERP) Application delivered to CCU for review -first of three 90 % review workshops conducted on 7/23 -first workshop on site layout and process flow diagram. Boyle is waiting for the remaining two workshops.
- Midway Force Main/LS Rehas: Design of project complete. Construction will proceed according to CCU's schedule for CIP -no changes for the month.
- WO #70: Rotonda Reclaimed ASR Well Final Design: CCU is still waiting for the FDEP to issue the UIC Permit to construct the ASR well. Malcolm Pirnie and ASR Systems completed as much of design and specifications as they can without knowing if there are any additional requirements by FDEP. ASR Systems continues to communicate with FDEP reviewer.
- WO #71: Deep Creek Force Mains LS 303 & 309: 100% plans being reviewed -engineer's opinion of probable construction costs prepared on 9/9 -specifications scheduled to be completed in October -plans for LS # 309 and 303 completed pending the results of telemetry design workshop scheduled for 10/1. Final bid plans/specifications ready for advertisement in 10/2008.
- Sewer Rehab 2007-2008: Insituform pipe lining project complete (31,979' in Hernando area and 10,384' in Rotonda area). CCU finished evaluating video reports -now waiting for some repairs.
- Sewer Rehab 2008-2009: Second Internal meeting held -previously installed rehabilitation technologies reviewed for the upcoming year's project. Manhole re-lining specification to be prepared, but not required until mid-2009, once remaining budget is known. Operation's has determined future areas to be lined; long term plan prepared/submitted to BCC.
- Coral Creek Bridge: Initial contractor mobilization set for 9/29.
- Fordham Waterway US 41 Access: Contractor continues with installation.