

**Charlotte County  
Board of County Commissioners  
Staff Report  
November 2008**

**Budget Office**

- Prepared and submitted five FEMA project worksheets requesting \$136,000 in reimbursements from Tropical Storm Fay.
- Two FEMA project worksheets for Hurricane Charley were closed out. These covered the initial 72 hour debris removal and the imminent danger tree removal. The County will gain \$1,184,362 on these two projects.
- Budget office is researching and analyzing the General Development Corporation issue to ensure the MSBUs involved are paid the appropriate amounts from any land that is sold within the MSBU area.
- Set a Public Hearing and Budget Workshop schedule for FY09/10 budget season. Goldenrod will go before the Commissioners on December 9 for approval.
- Worked in conjunction with Growth and Building Construction Services to develop a County-wide impact fee credit policy. Also, an impact fee credit tracking spreadsheet has been set up to make sure all steps and checks have been considered before going to the BCC for final approval.
- A new Access database for tracking vehicles was designed and implemented. This database will keep track of the status of County vehicles.
- Budget Office has developed a new Crystal Report to help monitor actual expenditures compared to budget as of the date of the report. The budget is prorated to the day of the year the report is run. This report will be used by the Budget Department analyst to help identify budget overruns early in the year so corrective measures can be taken. It will be distributed to the department fiscal managers to help them monitor their budget in-house.
- Budget Office has met with the departments to discuss the shaping of the budget process for FY09/10. The Budget Office will continue to communicate any new developments in the process
- Budget Office has successfully closed out the In-car Video System grant from the Florida Department of Law Enforcement. All Conditions of the grant have been met, and all financial and programmatic reports have been accepted. This grant was used to purchase and install seven in-car video systems in the amount of \$39,151.
- Annual Boater's Improvement Fund (BIF) was filled with the Florida Fish and Wildlife Department.
- Impact Fee collections monthly report was updated and sent to administration and Commissioners.
- Private water utility price index rate adjustments for Bocilla Utilities Incorporated and Little Gasparilla Incorporated were reviews and processed. These new rates go into effect November 1, 2008.
- Prepared analysis, budget transfers and budget amendments for the year end reconciliation of budgeted funds.

**Building Construction Services**

- Jim Evetts attended his first hearing of the Florida Construction Industry Licensing Board.
- Jim was appointed to the board for a four-year term beginning in November 2008. The FCILB is the governing body for all state registered and certified contractors.
- Staff members attended a Green Building Summit hosted by the Charlotte DeSoto Building Industry Association (CDBIA). This was in preparation for a Green Building workshop to be held early in December.
- BCS is quickly moving ahead with the implementation of the new Land Development Software. Implementation is on target for June 2009.
- A representative from BCS attended the National Flood Proofing conference. This tri-annual conference provides a forum for local and state flood plain managers to come together and discuss the challenges faced by jurisdictions attempting to minimize flood losses. We

were reassured that Charlotte County has a very comprehensive approach to floodplain management, far surpassing many other jurisdictions. A key aspect of the conference surrounded mitigation and grant funding information relating to these programs has been collected.

- Following several months of decreasing revenue across the department, BCS again had to make the decision to reduce expenditures. Taking a slightly different approach, the department used savings from the closure of both the Englewood and Punta Gorda satellite offices along with a reduction in workforce to reduce expenditures. The department has lost thirteen positions in this round of cuts. All of the positions are funded through permitting revenue.
- The department received a letter of congratulations from Matthews-Taylor for the way the department has worked with the company in relation to inspections services.
- In an attempt to increase revenue, BCS identified that some utility companies that should be charged for Right-of-Way permits had never been charged. These companies have been notified that charges will apply after January 1, 2008. This should bring in an estimated \$50,000 per annum.
- Permitting:
  - 11 Single-Family Homes issued in November 08 – down 50% on November 07
  - 0 Multi-Family permit issued in November 08 – no change from November 07
  - 15 Commercial permits issued in November 08 – down 25% on November 07
  - 860 miscellaneous permits issued in November 08 – down 11% on November 07
  - 1319 Customers served in the Murdock office – down 56% on November 07
- Plans Review:
  - 550 plans reviews completed in November 08 – down 31% on November 07
- Inspections:
  - 4482 inspections completed in November 08 – down 49% on November 07
- Licensing:
  - 29 new contractor licenses issued in November 08 – up 45% on November 07
- Land Development Activities:
  - November 2008
  - 28 Online Utility Permits issued in November 08 – down 21% on November 07
  - 23 Utility Inspections completed in November 08 – up 29% on November 07
  - 3 PTO's and ROE's completed in November 08 – up 71% on November 07
  - 1 Vacation completed in November 08 – no change from November 07
  - 92 ROW Applications Reviewed in November 08 – down 21% on November 07
- Financials:
  - November 2008
  - Permitting revenue, \$123,236 -expenditures \$361,711 showing a deficit for Nov. of \$238,475.
  - Licensing revenue was \$2,134 and expenditures were \$51,706.

## **Communications & Marketing**

- Coordinated new commissioner's swearing in
- Began preliminary draft of Charlotte LINK to be mailed in December (recently canceled)
- Participated in Veterans Stand Down at the Sports Park
- Began research and writing for the Annual Report – 2008
- Worked with EES on reviewing a variety of new ads and PR for the Garbage Cart program
- Updated the quarterly CIP report and created a template for all departments to utilize for reporting
- Worked with Budget analyst regarding departmental budget- began prepping for new budget cycle
- Staff attended Violence in the Workplace seminar
- Met with Learning Division to begin design work on posters for new marketing campaign
- Completed new templates for Charlottes Web. We will now begin work transferring content to new layout and updating pages
- Online video archives had 1,084 downloads in November
- Most popular video download was Charlotte Spotlight feature on West County Parks (449 viewers)

- The newly updated Charlotte County Owner's Manual had 362 downloads over the last two weeks
- Issued 23 press releases, with 20,071 visitors downloading the information from the press release web page
- Rumor Central's hot topic for the month was the automated garbage cart program; total visits to this web page were 21,546
- Eight newsletters/messages were sent via Charlotte Alert with 2,571 subscribers reached.

## **Economic Development**

- Inquires/Appointments/Successes:
  - Two new businesses have started up in Charlotte County –Allsafe Medical, Inc., 18 employees and Gulf Coast Biofuels, Inc., 8 employees. Our efforts to recruit and maintain existing businesses continue with:
    - 46 pending prospects.
    - Appointments with 16 local businesses.
    - Custom Proposals developed and sent to 1 business.
    - 1 Site Consultant visit.
    - 2 Incentive Applications received for review by IDA.
    - 1 Impact Analysis.
    - Provided 12 external companies and 10 County departments with various demographic and market data packets.
    - Rapid Response Meeting w/Forsberg Carlson re Infrastructure Grant
- Group Presentations/Media Interviews:
  - Charlotte Sun: Ed Scott – recession proof businesses and our target industries.
  - Harbor Style Magazine: Lew Morrissey – how the economy is affecting local businesses.
- Meetings:
  - International Level
    - International Business Council
    - Royal Bank Canada
  - Federal Level
    - USDA
    - Attended CDFA seminar on Revolving Loan Fund.
    - Teleconference with California Institute for Renewable Energy.
  - State Level
    - Representative Kreegel & Director of Pharmacy/Bureau Chief - Agency for Health Care Administration
  - Regional Level
    - Southwest Florida Regional Technology Partnership
    - Blue Chip Recognition Luncheon – 3 local business were in the finals
    - Southwest Florida Regional Angel Fund
    - SW Florida Regional Planning re feasibility study for incubator network
    - Met with regional branding team – Facilitation Meeting w/ Chisano Marketing
  - Local Level
    - Charlotte County Industrial Development Authority
    - Enterprise Charlotte Economic Council
    - Team Punta Gorda
    - Charlotte County Chamber Board of Directors & Government Affairs
    - City of Punta Gorda
    - Charlotte County Airport Authority
    - Commercial brokers
- Office Activities:
  - Data collection included monthly permitting, housing, unemployment data; IRS county to county migration.

- Website updates done, local companies contacted to discuss alternative data input options.
- Prepared Agenda, Minutes and coordinated meetings for the Enterprise Charlotte Economic Council and the Industrial Development Authority.
- Research and Policy Initiatives:
  - Working with Charlotte County Chamber to formulate Business Retention Plan.
  - Working with Growth Management on Fast Track Permitting.
  - Continued work on Inland Port Study, Intermodal Logistics Center and potential regional cooperation with Palm Beach County.
  - Working with potential partner on 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:
  - Updated the Murdock Village Real Estate Summary Due Diligence Materials. All relevant studies, analysis, and current standing summarized in 12 page document with 3 volumes of printed materials -package reviewed by staff and County attorney's office and will be posted on line.
  - Met with perspective party interested in Murdock Village -provided additional info as requested.
  - Prepared Murdock Village Adv. Committee Agenda packet for the November 14, 2008 meeting.
  - Facilitated the Murdock Village Advisory Committee meeting on November 14, 2008.
  - Coordinated internal staff discussions Murdock Village.
  - Coordinated review of Traffic Impact Study Scope of Serv. with Growth Management and PW.
- Charlotte Harbor:
  - Prepared agenda packet, facilitated 11/20/08 CRA Advisory Committee meeting.
  - Held first negotiations meeting with Kimley-Horn, firm selected for Charlotte Harbor Urban Services annual contract.
  - Coordinating 24 Hands Across the Harbor Special Event with various dept's, agencies, and City of Punta Gorda.
  - Updated sign grant program brochure with graphic.
  - Coordinating with Public Works and FDOT on US41 Mega Sidewalk project and completion of Gateway Beautification project and grant reimbursement.
- Economic Development:
  - Coordinated review of an application seeking reimbursement under the ECAP Infrastructure Incentive program with other departments.
  - BCC approved reimbursement to Southwest Land Developers, Inc. on 11/13 for reimbursement of utilities within the ECAP and the tracking of Impact Fees.
  - Processed executed agreement between SLD and BCC and final payment.
  - Coordinated discussion on development of an interlocal agreement between BCC and City of Punta Gorda seeking reimbursement on Infrastructure Incentive program based on connection fees received.
  - Met with business owner to discuss the ECAP Infrastructure Incentive program and drafted a request for the BCC to consider funding the reimbursement at the December 9, 2008 meeting.
- Professional Development:
  - Co-Chair of Sustainability Committee the ULI Southwest Florida District Council.
  - Charlotte County Co-Chair for ULI Southwest Florida District Council.

## **Environmental & Extension Services**

- Solid Waste Division
  - Solid Waste Resources continues to provide information to community through recycling presentation/community events. As of 11/30/08, Rehrig Pacific delivered garbage carts to all residents with Monday, Tuesday, Wednesday and Thursday collection days. Delivers now taking place for residents scheduled for Friday collection.
  - Community Clean-up held on Don Pedro, Knight and Palm Island. WM supplied two roll off boxes for bulky junk refuse. The Knight and Don Pedro Island residents recently included into the Sanitation District and receive regular garbage, recycling and yard trimming collection

- services -staff person at the Clean-up event to monitor disposal, provide information on services at West Charlotte Mini-Transfer and Recycling Facility. 35 attended -1.89 tons collected.
- 20 members from the Punta Gorda Isles [PGI] Floridian's group toured Zemel Road Landfill for an overview of how the Leachate Plant and Landfill works, what the Landfill does with the different waste commodities. This was an educational tour for the group as they learned how a sanitary landfill operates.
  - 100 residents attended West Charlotte Mini-Transfer & Recycling Facility Open House on.
  - Keep Charlotte Beautiful working with 4 FI Gulf Coast University students to fulfill 35 hours community volunteer credit in environmental field. -they worked 5 hours picking up litter from Edison State College to Florida Street. They will make a presentation to their class about Keep Charlotte Beautiful programs and will continue working on other environmental projects.
  - Zemel Road Landfill processed 1,980 tons of dewater domestic waste water sludge from CCU waste water treatment plant -sludge is mixed with shredded yard waste to make compost - process created 10,680 cubic yards of compost used at landfill to cover disposed garbage.
  - Sheriff's illegal dumping task force reported a Felony Warrant issued in Nov. for a person who was illegally dumping tires.
  - Keep Charlotte Beautiful participated in Lemon Bay/Myakka Trail Scenic Highway Dedication event. KCB is a member of the committee and works with them on adopt a road projects, highways and shorelines, organizes cleanups and beautification projects along the corridor. The scenic highway runs all of State Road 776 from where it intersects US 41 in South Venice to where it intersects US 41 in Pt Charlotte, and two additional "loop" roads – one encircling the Cape Haze peninsula (Gasprilla and Placida Roads) and the other through historic area along Old Englewood Road and Dearborn St.
  - County employee apprehends an illegal dumper 11/3/08, Terri Barnett, Solid Waste Division illegal dumping task force witnessed a man in a white Ford Ranger full of landscape debris - driver seen dumping debris along County right of way. Terri notified Sheriff's Deputy, Tony Cimino, and he proceeded to write a ticket. Terri directed the individual to clean up the debris.
  - 26 students honored at annual Keep Charlotte Beautiful Calendar Art Awards Ceremony held on Monday, Nov. 3 at Edison State College. All enjoyed refreshments, artwork and honored winners. This annual calendar art contest features artwork created by students who relate art and the environment. The schools receive calendars to sell for \$2 for their art or environmental projects. The 2010 contest runs through April 24.
  - Mini-Transfer & Recycling Facilities accepts e-waste; electronic waste which includes computer, monitors and televisions and similar items. These units along with residents' un-wanted household chemicals are accepted at the County's Mini-Transfer & Recycling facilities. The e-waste items are sent to a contractor that dismantles these units. Some of the components are processed as hazardous waste; mercury and lead and other items are recycled such as metals and plastics. In FY 07/08 the County's Mini-Transfer & Recycling facilities served 9,850 customers and helped in ensure their waste was processed properly. This program helps keep these potential hazardous materials from being buried in the County's landfill.
  - Revenue activities at the County's mini-transfer & recycling facilities had a successful year in FY 07/08, the value of commodities sold to recyclers such as scrap metals; ferrous and non-ferrous and old corrugated cardboard were exceptionally high. The revenues of \$123,613 help off-set a portion of the facilities operating cost. The department doesn't anticipate achieving the same level of revenues in the coming year as commodity prices have dropped dramatically, but it is anticipated that the volume of materials dropped off at the recycling facilities will continue to increase. There are additional benefits from recycling as it helps save landfill disposal space, thereby prolonging the life of the landfill facility.
  - Pest Management Division - Mosquito Control:
    - Mosquito Control received a Certificate of Excellence from the Florida Department of Agriculture and Consumer Services. The certificate is for our department consistently fulfilling the State mandated requirements in a timely and efficient manner for the reporting period of FY07/08. This is a great achievement as the department has never received this award. The reporting

requirements consist of submitting monthly financial and chemical inventory reports, submitting detailed work plans and a certified budget each fiscal year, approving an annual contract and preparing monthly budget amendments for over-expended items, and lastly, year end state requirements for the state and local Mosquito Budgets which are both very different in where local and state monies budgeted are carried over into the new year which requires very quick state approval. Additionally the state requirements for reporting are very deadline driven, combined with a lot of administrative work with little or no exceptions for errors, and as a result we completed all the requirements and received the certificate.

- Mosquito Control's 2008 surveillance program ceased weekly Sentinel Chicken sampling for mosquito-borne diseases -monitored April thru November - this mosquito season, Charlotte County did not experience the presence of mosquito borne diseases. MC has 9 flocks of chickens located throughout county. Blood samples are taken each week and sent to the State of FL Health Depart. Lab in Tampa -blood is tested for mosquito transmitted diseases: West Nile Virus, St. Louis encephalitis, Eastern Equine encephalitis -information used by mosquito control program, State Health Dept., FL Dept. of Agriculture and Consumer Services to identify areas of county which have disease transmission occurring. CC Mosquito Control program directs control efforts to those areas to reduce chance of disease being transmitted to humans or livestock; and if warranted, issue a public health risk alert.
- Aquatic Weed Control testing a new spray system constructed for the department's all terrain Marsh Master Unit -system will enable County to apply herbicides using a 1 person crew maximizing staffing resources -will be evaluating efficacy of this system and if this proves effective, department will be able to re-allocate resources and improve the management of the County's storm water and mitigation sites.
- Extension Services:
  - Extension has a distance education/communication tool provided by UF/IFAS Extension called Polycom System enables staff to participate in teleconference meetings anywhere there is a mutual set-up. Equipment, donated by UF/IFAS Extension, is getting good use saving County funds that might have been spent on travel; -system is housed in Training Room A in Eastport Env Campus. Extension Director attended two (2) Polycom meetings on 11/24<sup>th</sup> concerning Sustainability Team in the morning and a County Extension Director Meeting in the afternoon
  - CC Extension Overall Advisory Committee met on 11/20<sup>th</sup> for twice-yearly meeting. Representatives from 4-H, Sea Grant and Horticulture Advisory Committees, University, County Partner liaisons -discussed Agent program updates, marketing Extension and 2009 challenges
  - Sea Grant Agent and Program Assistant taught FL Master Naturalist Program Coastal Classes on 11/1<sup>st</sup>, 5<sup>th</sup>, 8<sup>th</sup>, 12<sup>th</sup>, 15<sup>th</sup>, and 19<sup>th</sup>. Wetlands portion of FL Master Naturalist Program taught by Agent and Program Assistant on 11/3<sup>rd</sup>, 7<sup>th</sup>, 10<sup>th</sup>, 13<sup>th</sup>, 17<sup>th</sup>, and 20<sup>th</sup>.
  - Adult 4-H leaders completed Archery Leaders' Certification -4 new adults certified to lead 4-H archery project club for CC; -4 accompanied at 3-day training by 4-H agent, also certified. Recruitment/training of these volunteers is a result of overwhelming interest following a one-day archery day camp -club also focuses on preservation/enjoyment of environment.
  - 4-H Youth Serve as Leaders for Janet Jones Group Home Campus Visit. In 4-H, acceptance of diversity of all forms is encouraged; 3 4-H members helped to educate disabled citizens from local group home during their visit to Environmental Campus. The youth members brought lap animals for petting, and assisted visitors in making a dairy snack.
  - Dr. Monica Elliott, Plant Pathologist with the UF/IFAS Ft. Lauderdale Research & Education Center, increased knowledge of 60 participants at a workshop -discussed several new palm diseases developing in our area including Texas Phoenix Palm Decline; -also highlighted Palm Nutrient Deficiencies and importance of properly selecting/applying palm fertilizer.
  - Extension Director attended a Best Management Practices Meeting held at the Balm Research and Education Center via Polycom on 11/13<sup>th</sup> -discussion of various fertilizer Ordinances, BMP Training practices, wider scope on a possible State Ordinance and the training implications.

- Extension Director attended District IV Green Team Meeting on 11/14<sup>th</sup> at Balm Research and Education Center -discussion included presentations on caladium and gerbera production rose trials and pest issues. A tour of the current research projects also conducted.
- Natural Resources Division:
  - Natural Resources Division's Env. Specialist obtained the classification as a Certified Code Enforcement Officer. Natural Resources now 2 specialists with certification -can be utilized to investigate potential environmental impact violations within County. Working in coordination with other department's staff with the same certification, broadens Charlotte County's resources, enables County to be more responsive to environmental compliance issues.
  - Geo-textile tubes: Natural Resources Env. Specialist reported all tubes removed from beach area -now working on submerged sections. Contract is doing a good job on leveling the beach area; work has not shown visible signs of disturbance. Chad Lach, FDEP State Park Manager reported at Beaches & Shores Adv meeting, he was impressed with workmanship of contractors and Chuck Mopps of Public Works.
  - Sea turtle nesting: Preliminary results indicate sea turtle nesting increased during 2008 season. Data being compiled but early indicators supports higher numbers of nests and hatchling success. The figures appear to be in line with the overall statewide trend where an increase of 10,000 nests was recorded this year. Natural Resources manages compliance with lighting violations, during a two week period, proactive lighting surveys resulted in zero violations - marked decrease in exterior lighting violations this year. Staff focusing on compliance on lighting violations caused by interior lighting. These results are encouraging and may be an indication of the department's efforts to work proactively with coastal residents in protecting our natural resources.
  - Shorebird nesting: Our beaches had a successful nesting season; the least tern species produced an increase in fledgling young than observed in the past. Previous fledgling success ranged from 11 to 21 young, this year the County had 31 recorded fledglings.

## **Facilities, Construction and Maintenance**

- Project Status Updates:
- Jail Expansion-Design 75% for early phase 1 start, selection Bovis for CM on BCC 11/28 agenda, Construction of phase 1 complete. Phase 2 construction is underway. completion slated for 3/2010
- Eastport WWTP Control Bldg-A/E contract is released-planning/programming underway Budget 2mill
- Event Center-GMP 1 is in purchasing for 6/12 BCC mtg., construction start date week of June 1st- Construction complete-Punch list 99% complete Received CO on 9/9 Budget 19.75mill
- 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 late Jan 09 County received occupancy certificate for the clubhouse on 12/4/08 Budget 28 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
- FEMA Murdock mitigation-windows-Engineering firm on contract for frame analysis -Contract has been approved 1.7 million
- Rotunda Wastewater Plant Exp -approv GMP by BCC, construction start 7/9 -2 phases-mostly CCU

- North Charlotte regional Park-bids received on 9/17-under construction 4.45 mi
- Sunrise Park-out for bid-under construction-2.6 million
- Energy efficiency upgrades-ongoing
- CC Fire Station #5-renovation of station-under construction
- Family Services-planning for grant approved renovations
- Sheriffs Office 911 upgrade/renovation-in planning Project delayed.

## **Growth Management**

- Department Services:
  - US 17 Corridor Study: As of 12/02/08, staff has had over 30 meetings with property owners and business owners within the study area -consultants are working with staff on environmental assessment for study area -traffic impact statement will be done to address potential impacts and mitigation opportunities based upon the vision for the corridor.
  - Staff is expecting a draft plan ready for public comments in February of 2009.
  - Comprehensive Plan staff finalized draft vision of comp plan -joint commission meeting between the BCC & Planning & Zoning Bd scheduled 12/16, 2pm to present this vision and solicit input.
- Concurrency:
  - School Concurrency -Department of Community Affairs issued NOIs in November, finding Public School Facilities Elements for County and City and the Interlocal Agreement in compliance, clearing the way for implementation phase of project -scrivener's errors previously reported dealt with as such, and did not impede DCA's approval.
  - Staff Working Group (SWG) last met on 11/3/08 -attended Jerry Olivo and Greg Griner (CCPS).
  - Much of the work of the SWG this month dealt with revising LDRs and the paperwork processes that will be altered in the handling of residential development to conform to the new school concurrency regulations. Drafts of the Student Impact Analysis (SIA) and the School Capacity Availability Determination Letter (SCADL) were examined and refined.
  - Staff currently working with Accela permitting software consultant to create a concurrency module for school concurrency to automate the process outlined in approved Interlocal agreement.
  - The SWG is scheduled to meet next on 12/1/08.
- Community Plans:
  - Manasota Key: The committee elected to spend the month working on language for the draft overlay that they would like to see incorporated. A Draft ordinance has been posted on the MASKAC website for public comment. A public meeting is tentatively scheduled for January 7, 2009. The draft is scheduled to be heard before the Planning and Zoning Board in February and before the BCC in March/April.
  - There were no ARC meetings held in November. The next meeting is scheduled for December 5.
- Development review Committee:
  - DRC Staff received a total of 4 applications
  - 3 – Approved w/Conditions
  - 1 – Forwarded to BCC w/Recommendation for Approval w/Conditions.

## **Human Resources**

- Completed final phases Reduction in Workforce -Bldg. & Construction Serv. & Surveying Division.
- Processed applications for 18 employees who agreed to the Early Separation Incentive Program.
- Held supervisors/managers meetings at various locations to discuss changes in IUPAT contract.
- 106 supervisory employees participated in our "Violence in the Workplace" seminar.
- Facilitated custom Sexual Harassment training for the Peace River Water Authority -a great opportunity for the division to generate revenue of \$1400 while showcasing the talent of the team.
- Assisting in promotional testing process for Fire Lieutenant and Battalion Chief. Anticipated testing dates in January 2009
- Working with Risk coordinating Drug Education training for Peace River Water Authority - opportunity to partner with fellow Governmental agency -lend our talents increasing revenue.

- Scheduled and arranged Public Works Director phone interviews.
- Designed internal learning brochure to be distributed in January 2009. L&OD continues to focus on increasing the competence of employees through continued development to meet the County's changing performance demands.
- Working on Training brochure to be shared with other local government entities (City of Punta Gorda, City of North Port, State Attorney's Office, etc.) and area partners (YMCA) in effort to share our talents while generating revenue.
- Revising competency project plan to reflect job family approach.
- Facilitated first (of a series of 12) development book club discussion with internal department as a means to develop individuals and the team. It is important that employees work productively and efficiently together sharing knowledge to benefit the organization and employee morale.
- Sent out first HR employee training letter, received positive feedback from employees. Effective communication and development are essential components of organizational success.
- Inspected potential sites for employee health center -working with legal on Care Here contract.
- Online Open Enrollment program created significant efficiencies as follows: Accounts created to date 970, new accounts created during open enrollment 83, employee logins during open enrollment 343, and number of employees making changes 331.
- Health insurance loss ratio for September approx. 93%, with 2008 year-to-date loss ratio at 87%.
- Awarded fuel-tank inspection contract -all fuel tank inspected and violations corrected.
- Completed and published Safety Manual.

## **Human Services**

- Received notification from FI Department of Transportation that Charlotte County's Transit Development Plan Annual Update-Progress Report, for the 10 year implementation plan, met the requirements to be in compliance.
- Held 2<sup>nd</sup> Annual Fall Festival at Family Services Center, over 350 attendees participated in fun activities -received valuable community resources and information from 20 partner organizations.
- Toured Neighborhood Redevelopment area near Family Services Ctr to identify strategies for inclusion in Comp Plan update. Provided input to Growth Management Dept. to promote State's endorsement of Communities for a Lifetime.
- Began writing the YouthBuild proposal for Department of Labor. The Program is alternative program where unemployed and undereducated young people age's 16-24 work toward their GED or high school diploma while learning job skills by building affordable housing for homeless and low-income people.
- Released Notice of Funds Availability for SHIP Program for Housing Authority Rental Project (\$75,000) and For Profit Rental Project (\$75,000). Proposals scheduled BCC in January 2009.
- Participated in senior services clients' case file monitoring conducted by Area Agency on Aging for Southwest Fl. Site tour to Gulf Breeze Apts. where new meal site is planned to replace the one on Marion Avenue destroyed by Hurricane Charley.
- Sponsored/participated Homeless Veteran's Stand Down at Sports Park. 21 veterans and 19 non-veterans attended -nearly 100 volunteers attended/provided services, information, food and clothing
- Purple Heart Memorial Dedication of Tamiami Trail & Cochran Blvd. Nearly 60 veterans attended.
- Met with RSVP Director to discuss resources available for seniors being discharged from hospital.
- Completed/submitted Charlotte County's 211 FI Association of Information and Referral Systems (FLAIRS) annual survey for coordinated role with EOC for disasters.
- Updated resources for CC Jail to distribute to prisoners upon discharge. 211 business cards are to be included in the discharge package.
- Family Services Center hosted the Blue Cross Blue Shield Foundation staff as they prepared video tape footage, conducted interviews about Healthy Families Program in Charlotte County. Healthy Start selected for the Blue Sapphire Award to be given in Orlando.
- Participated in the "Paint Your Heart Out Charlotte County fall project. Two houses of low-income residents in the revitalization area painted/landscaped with the assistance of over 30 volunteers.

- Participated in the Budget Summit in Orlando. Secretary of Elder Affairs conducted an open forum for agencies to provide input on preserving services and creating new revenue streams.
- Met with IT to discuss outstanding issues regarding implementation of new web-based 4.0 IRis software for 211. February target date for implementation.
- Staff and their family participated in the annual Boy Scout Food Drive -received 31 boxes of food donated by residents of CC. Department collecting voluntary food donations from employees in other County Departments for food pantry -serving approximately 20 households daily.
- In anticipation of significant increase in '09 Low-Income Home Energy Assistance Program federal grant funds, Department released remaining 08 grant funds of \$7,200 for direct client assistance to serve approximately 45 additional low-income households with their home energy bills.
- Sunshine Rides for Transportation Disadvantaged began extra Holiday Express route for current passengers shopping to various CC locations -route will continue through the holidays.
- Family Serv. Ctr & US Census Bureau making unemployed clients aware of openings with Bureau.
- CC Veteran's Office picked up donated books from Books-a-Million for Wounded Warrior Project. 176 new books were gathered in Charlotte County to be distributed to wounded veterans.
- Staff met with Area Agency on Aging to discuss progress/evaluation of Aging Resource Centers' (ARC) implementation. Positive steps have improved communication between Senior Services and the ARC. Continued efforts recommended to shorten the time frame for client data shared between agencies to establish in-home services for the frail elderly.
- Recognized 7 outstanding volunteers from Neighborhood Accountability Board program at the annual Make a Difference Volunteer Appreciation Ceremony.
- Veteran staff working with Kays-Ponger Funeral Home to get Veterans Memorial Plaque updated.
- Met with Housing Corporation and Punta Gorda Housing Authority regarding plans for the Neighborhood Stabilization Funds and possible usage of \$5 – 7 million in federal funds.
- Participated in a CC Public Schools Board workshop to introduce goals and objectives of Juvenile Re-entry Board that is being co-administered through Family Services Center.
- Dialogue with Dept of Juvenile Justice and Agency for Workforce Innovation regarding Young Offender Re-entry Grant program RFP that was released. The Family Services Center was contacted as a potential partner for funding through this initiative.
- Compiled all applicable policy and procedures/created new training manual for 211 specialists with quizzes at the end of each module -training manual will be submitted with the AIRS national certification packet in December.
- Staff grant's management analyst concluded teaching a 4 week Grant Writing Class for Lifelong Learning Institute at Edison College. 25 representatives from non-profit agencies participated in the course designed to teach effective methods applying for grants.
- Attended FI Council for Community Mental Health conference. Seminars included strategies for swift attainment of Social Security benefits for people with disabilities and information on successful jail diversion programs, including mental health courts and Crisis Intervention Teams.

## **I.T.**

- GIS created a master data dictionary for Env Serv for collection of GPS data in the field, first step in standardization of how Environmental Services collects GPS data -process reduces amount of post processing required to consolidate data.
- GIS final delivery for CCU spatial data project published and made available to CCU on beta site for their review. Once data is accepted by CCU, start process of reloading the data into EAMS.
- GIS started process of rebuilding our website. Software vendor was onsite to help with our software install/initial planning for their follow-up visit scheduled for week of November 17<sup>th</sup>.
- Operations began using Numara Footprints for "Service Management" (RFS). Implementation of this system is greatly increasing the level of communications between IT and our customers.
- Application Services –Human Services is IT's first, Business Objects Infoview client. User from H S was trained on how to access/schedule reports generated from CMTOOLS. This removes monthly

task performed by Applications and allows Human Services to run their reports by using either a scheduled process, where it can be auto e-mailed, or on demand.

- Application Services developed/wrote monitoring service that automatically emails the IT Operation's team, when phone service problems occur.
- Application Services found a way that the Parks CLASS administrator can automatically add users to the CLASS database when new users are created -currently in testing -this will eliminate requests to Applications to manually add these users to the database in the future reducing calls.
- Service Management Counts for Month  
Status Number of Incidents  
Open - 45  
In Technical Review - 8  
Pending Customer Approval - 5  
Awaiting Delivery - 2  
Pending (other) - 21  
Closed - 161
- Incident Management Counts for Month:  
Status Number of Incidents  
Open - 4  
Pending Vendor Action - 4  
Awaiting Parts - 3  
Closed - 463

## **Parks, Recreation and Cultural Resources**

- Business Services:  
Public Meetings:
  - Facilitated Parks & Recreation Advisory Board meeting
  - Attended South Gulf Cove Park Committee meeting
- Public Outreach:
  - Worked with Miles Media on updating the Event Center listing
  - Met with Environmental staff to design new Nature Festival and Cedar Point Env. Park brochures
  - Updated Holiday Food Drive flyer/distribution to PRCR facilities in cooperation with the HS Dept.
  - Sponsorship funds, created/printed 500 labels/popcorn bags for Movie Under the Stars program at Bayshore Park
  - Met with Joe Hart at Ripken Baseball regarding Library Summer Reading program sponsorship
  - Worked with Claudia Ridge regarding distribution of the Blueway Trails and Cape Haze Pioneer Trail brochures at the Bay Heights Park Ribbon Cutting
  - Spoke to Scott Howard of Jackson Signs regarding Sports Park and Sponsorship
  - 7 Press Releases written and published for the Department for the month of November
  - Produced and distributed 353 special event and program brochures, 3778 program flyers, 3 CCTV Bulletins and 19 webpage updates for the Month of November
  - Business Services staff fielded 1,477 telephone calls -20 web mail inquiries for month
  - 29 Citizen Concerns were processed for the month of November
  - 158,695 hits to the Department website in the month of November
- HR/Volunteer Coordination:
  - Processed payroll for 104 F/T, 78 P/T and 4 Seasonal employees
  - Processed 2 Requests for Leave under FMLA
  - Drafted Department Volunteer Program Guidelines Notebook
  - Facilitated new hire selection forms for forwarding to HR Department
  - Updated Organizational Chart
- Central Registrar:
  - Completed mapping of POS keyboards and terminal set-up for Event Center
  - Completed mapping of POS keyboards and terminal set-up for Oyster Creek Regional Pool

- Completed mapping of POS keyboards and terminal set-up for Bayshore Regional Park and Special Events Coordinator
- Facilitated CLASS training for Administrative Assistant II and Accounting Specialist
- Assisted staff and resolved 17 CLASS issues
- Processed 3 customer refunds in CLASS
- Financial Section:  
No activity sent.
- Cultural Resources:
- Use Statistics:
  - 47,700 library visitors Nov, average -2,650/day compared to 50,100 in 11/07, average-2,500 /day
  - 68,591 items checked out, a 6% increase from last year
  - 8,800 library computer uses, an average of 500 per day; 98,000 library web site hits
  - Charlotte County Historical Ctr. served 72 visitors in Nov., compared with 87 last November.
- Other:
  - 18<sup>th</sup> annual *Symphony of Trees* show and auction began on November 28, and is open daily 10:00 a.m. to 5:00 p.m. through December 7, at the Charlotte County Historical Center. An estimated 280 visitors attended during the first three days.
  - 69 participants enjoyed this year's Charlotte County Historical Society's *Holiday Gala* dinner-dance fundraiser, November 21 at Punta Gorda Isles Yacht Club
  - 1,458 active household memberships in the CCHC Society, increased from 1,096 last November.
  - Volunteers donated 973 hours at libraries and 410 hours to the Historical Center in November.
  - 384 attendances -21 library programs -book discussions/films/preschool/teen programs; 7 school class library visits
- Support Services/Parks:
  - Prepared request for professional services for drainage system design for Marcaibo Park
  - Prepared bid documents group pavilion at Hathaway Park
  - Prepared bid documents for planting trees in parks through FPL development agreement grant
  - Obtained master building permits for single table picnic shelter and trailhead kiosk to enable efficient implementation at various sites
  - Assisted Public Works in field location of dredge disposition areas for Gulf Cove dredging project
  - Support Services Manager and Environmental Specialist appeared as interviewed guest on a weekly WENG radio show presented the Department's trail plans for environmental parks before the Bicycle & Pedestrian Advisory Committee
- Recreation/Athletics:
  - Special Events Section held "Movies Under the Stars", free at Bayshore Live Oak Park, 11/14<sup>th</sup> - over 275 patrons enjoyed watching *The Polar Express*. Staff received positive comments.
  - 11/14<sup>th</sup>, softball game at Charlotte Sports Park -Tampa Bay Rays vs. Hunt/Matthews-Taylor.
  - Friday, 11/14<sup>th</sup>, Charlotte Harbor Visitor's Bureau gave a tour of Charlotte Sports Park to 7 Travel Writers from FL toured entire facility of stadium/concourse/seating areas/batting cages.
  - Saturday, 11/15<sup>th</sup>, Bay Heights Park in Englewood hosted ribbon cutting of SR 776 Scenic Hwy Celebration -event showcased over 22 vendors/food, drinks/music -estimated 100 people.
  - Charlotte Sports Park hosted 9<sup>th</sup> Annual Nature Festival, 11/22; approx 2,000 people attended staff provided hay rides/environmental/logistical/maintenance support.
  - Charlotte Harbor Event and Conference Center held events for "soft openings" to work out logistics of facility before the grand opening in January, 2009. This will continue into December.

## **Public Safety**

- There are no major issues to report for November 2008 from the Fire/EMS, EOC and Animal Control Departments.

## **Public Works**

- Finance:
  - Received \$60,851.92 from the City of Punta Gorda for Carmalita improvements.

- Invoiced City of North Port \$3,208.65 for Chancellor Road drainage structure improvements.
- Engineering:
  - Aqui Esta: Negotiations have begun with RS&H who has been selected as the CEI (Construction Engineering Inspection) consultant for the project. It is anticipated a contract for these services will be brought forth to the BCC for approval at their meeting of January 13, 2009. Following award of the CEI contract a preconstruction meeting with the contractor can be held. A late January construction start is anticipated at this time.

## **Purchasing**

- Pre-Submittal meeting held:  
09-066 Design - 911 Area Renovations
- Shortlist meetings for Request for Proposals held:  
09-020 Surveying Services  
09-015 CEI Services - Aqui Esta Drive
- Negotiation meetings held:  
08-345 Urban Design - Charlotte Harbor CRA
- Pre-Bid meetings held:  
09-056 Stormwater Control Structures  
09-059 Annual Paving Program  
09-099 Concrete Sidewalk & Driveway Construction - Repair & Replace (Annual Contract)  
09-094 Sign Materials (Annual Contract)  
09-031 Auto Body Repairs (Annual Contract)  
09-100 Fiber Optic Infrastructure (Annual Contract)
- Bid openings:  
09-056 Stormwater Control Structures - Rotonda Weir  
09-040 Server Room Equipment Cleaning  
09-096 Legal & Official Advertising
- Quotes due and received:  
09-054 Event Center Landscaping  
09-045 Baseball Equipment  
09-047 John Deere Gator  
09-048 John Deere Tractor and Loader  
09-036 Fabric Form Material (Annual Contract)  
09-065 Mangrove Trimming - Alligator Creek  
09-062 Inspections & Testing of Fuel Storage Tanks (Annual Contract)  
09-085 Rip-Rap - Supply & Delivery  
09-050 Football Scoreboard for Franz Ross Park
- Work Assignments due and received:  
09-071 Work Order #9, Design - Lift Stations (CCU - Engineer of Record)  
09-080 Work Order 310, Regulatory Compliance Services (CCU - Engineer of Record)  
09-089 Work Order #49, Traffic Study for Murdock Village
- Pre-Construction meeting held:  
08-400 Northwest Port Charlotte Maintenance Dredging

## **Real Estate Services**

- Flamingo/Edgewater: Ongoing, acquired over 70% of lots, 99 parcels remaining (out of a total of 332 lots to be acquired) -continue to solicit affected owners to secure additional lots.
- Piper Road: BCC approved resolution of necessity for project -moving ahead by any legal means (both voluntary and eminent domain acquisitions).
- Burnt Store Road: First section to be constructed from US 41 to Notre Dame Boulevard-this project will be moving ahead by any legal means (both voluntary and eminent domain acquisitions).

- Midway Expansion: Obtaining approx 70 Temporary Rights of Entry for construction project. Mailings to affected property owners were sent last week. We will also be acquiring 4 fee simple "corner cuts".
- Winchester South: -in planning stages with Project Manager to determine what additional property interests (slope easements, temporary construction easements, etc.) may be required as this project moves forward.
- Environmental Lands Acquisition Program: Program has approx \$4 million left in funding -looking at potential of acquiring additional lands.
- Toledo Blade and Hillsborough Boulevard Intersection Improvements: -one parcel left to acquire - have an Order of Take hearing in court in mid-December to acquire this remaining parcel.
- CCU: Continue to work with CCU on several projects, upgrade and/or expansion of facilities.
- Potential Surplus Parcels: \$39,128 received for a surplus parcel was turned over to CCU since the parcel was originally purchased using that department's funds.
- Weir Replacement Sites: No change, continue to assist Public Works to obtain Temporary Construction Easements from various property owners.
- Employee Clinic: No change, continue to work with H R (Risk Management) to find approx 1,800 square feet of lease space in the Murdock area.
- Habitat for Humanity: Executive Director met with staff to discuss a parcel exchange whereby a large tract of land owned by Habitat on Westchester Boulevard would be exchanged for several smaller County owned lots. Discussions are on-going.
- Murdock Village: Handful of settlements remains; hope to conclude them shortly.
- Tippecanoe II: Mediation on-going and will take many months to resolve.
- Regional Water Authority: Continue to work with P W and CCU to assist in finding County owned land for a regional water connect water storage tank -will be processing an easement request from the Water Authority affecting County owned lands in the vicinity of our Deep Creek Fire Station.
- City of Punta Gorda: Processing request for an easement from the city relative to installation of a waste water main under a portion of County owned land near the Airport -working with CCU to vet this request.
- Customer Satisfaction Survey: Overall "Excellent" rating.

## Tourism

- Director:
  - Continued to adjust Spring/Summer marketing campaign with Smith Advertising and staff due to mandated budget cuts
  - Wrote monthly *Charlotte Sun Herald* column
  - Conducted annual staff performance evaluation
  - Continued to define strategic planning for meeting & conference trade show outreach
  - Launched the new meetings & conference website [www.CharlotteHarbormeetings.com](http://www.CharlotteHarbormeetings.com)
  - Attended Team Punta Gorda Annual Meeting at the Event & Conference Center
  - Participated in conference call w/ Direct Air marketing agency regarding co-operative marketing efforts for the airline and the destination
  - Started dialogue with Metropolitan Knoxville Airport Authority on co-op marketing
  - Participated in conference call regarding progress of new leisure website development with Miles Media and worked on detailed content for the site with the communications manager
  - Put together Direct Air Dream Vacation package with hotel, rental car, Babcock Tour, Fishermen's Village Shopping Spree, King Fisher Fleet Sunset Cruise, Captain's Table Dinner and tickets to Visani Comedy Club. Package was given away at recent New England Trade Show by Direct Air President, Ed Warneck.
  - Reviewed and approved all purchase requisitions, invoices and check and travel requests
  - Monitored monthly tourist development tax revenues
  - Edited and approved all media releases
  - Worked on editing content for 2009 Visitor's Guide production

- Held bi-weekly staff meeting on a variety of operational, marketing and planning issues
- Attended Destination Marketing Institute International (DMAI) Conference in Providence, RI; Focus was on optimizing web 2.0 technology and developing social media opportunities.
- Prepared 2009-10 Department goals for Budget Office
- Prepared information and materials for new Commissioner orientation manual
- Attended new Commissioner swearing in ceremonies
- Met with Commissioners Loftus, Starr, Skidmore and Cummings regarding Event Center Food Management Company
- Met with Commissioners Starr and Skidmore on tourism issues
- Prepared financial, research, marketing, PR, advertising, inquiry, initiatives report for Tourist Development Meeting.
- Held Quarterly Tourist Development Council meeting began to implement newly developed strategic plan as a result of the recent TDC workshop retreat
- Conference call which analyzed logistics of 4<sup>th</sup> Annual Writer Cup and selected dates for 09 event; changes to schedule suggested to allow more time for participating media to spend in each destination while not playing golf
- Attended meeting with Main Street evaluation team from Tallahassee to discuss progress and future options
- Attended Wyvern Hotel soft opening reception.
- Communications & Marketing:
  - Print advertising targeting the meetings and conferences industry appeared in *Group Travel Planet*, *Rejuvenate Marketplace* and *Guest Quest* magazines
  - Interacted with advertising agency on daily basis addressing multiple issues, project approvals, media flight plan, campaign, ads, collateral and program development
  - Featured presenter at the Englewood Chamber Tourism Conference
  - Worked with Miles Media in development of the 2009 Visitor's Guide
  - Developed scope and concepts for leisure travel photo shoot
  - Provided materials/direction for performance/content enhancements and new features of the VB's leisure travel Web site
  - Rotated and updated feature spots on [www.CharlotteHarborTravel.com](http://www.CharlotteHarborTravel.com) home page, created new landing pages and updated various pages of web site
  - Completed edits on [CharlotteHarborMeetings.com](http://CharlotteHarborMeetings.com), provided materials/direction for Charlotte Harbor portion of the Visit Florida Meetings web site
  - Designed tradeshow support materials to include signage for Florida Encounter, and the VCB's trade show display for the meetings market
  - Met and booked the photographer to shoot the AAU Gymnastics Championship at the E&CC for use in sports marketing efforts
  - Direction & final approval for CRM program's November boating & cooperative golf e-promotion
  - November internet advertising included promotion on [www.TravelPromotion.com](http://www.TravelPromotion.com), [www.guestquest.com](http://www.guestquest.com) and FSAE e-zine
  - Preflight, printed distributed fall 2008 issue of *Charlotte Currents*, the Bureau's print newsletter
  - Created posters/flyers for "Wreaths Around Main Street", a new Punta Gorda holiday program
  - Responded to film lead and provided locations for a commercial produced by Dark Light Pictures
  - Finalized cooperative advertising program invoicing, tourism inquiry report and VCB's
  - E-newsletter for tourism partners.
- Public Relations:
  - Responded to inquiries from journalists from *Florida Travel & Life Magazine*, re: white pelicans in 52 getaways for Jan. issue; Service Electric Channel 2, Bethlehem, PA; re: B-roll and media kit, covering air service from Allentown to Punta Gorda; VISIT FLORIDA PR Lead - national newspaper writer who wishes to remain anonymous until she selects the community her article will focus on, the writer wanted to do a story about a community in Florida that has an authentic Old Florida feel; *Florida Fishing & Boating Guide* – photos; *Florida Fishing & Boating Magazine* –

events for Jan. – June 2009; *Englewood Sun Herald* – white pelicans and Englewood TripAdvisor ranking

- Finalized itinerary for media familiarization trip (FAM) -participated with group 11/13 – 16, 2008
- Attended FI Encounter, a meeting planner, appointment-show coordinated by VISIT FLORIDA, in Ponte Vedra Beach, 11/16 – 19. Met with 20 meeting planners and four meetings publications and sponsored the turndown service one night
- Had extensive communication with PamelaAnn Campbell (travel-travel-travel.com) regarding her December visit; worked on securing accommodations and worked on an itinerary
- Worked with industry partners to develop an itinerary for journalists (11 + 2 escorts) from Allentown, Pa.; Lehigh Valley International Airport is bringing the group of media to tour the area Dec. 5 – 8, 2008 in connection with Direct Air flights
- Prepared/distributed media releases on: “Ninth Annual Regional Nature Festival in Charlotte Harbor & the Gulf Islands, 11/22/08” and “Grande Tours Charity Fishing Tournament”
- Wrote and submitted weekly “Good News” content for Administrator along with bi-monthly content for CCNews, monthly for Charlotte Alert
- Attended the quarterly TDC meeting on Nov. 20<sup>th</sup>
- Participated in the Southeast Tourism Society’s “Hunker Down” conference call on Nov. 20; topic was on tourism marketing during a down economy.
- Sales & Sports Marketing:
  - Met with Parks, Recreation, & Cultural Resources to discuss planning of Event Center grand opening weekend, the status of tentative bookings for Event Center, and transfer of logistical planning of the Charlotte Harbor Kayak & Wildlife Festival to Parks & Recreation
  - Met with the Sales Manager of the Sleep Inn & Suites to assist them in developing vacation packages that will be promoted on both of our websites and other relevant initiatives
  - Fine tune creative concepts for updated display materials for our tradeshow booth
  - Met with Tanya Fitch from Parks & Recreation to provide her with the necessary background of the Charlotte Harbor Kayak & Wildlife Festival to aid her in coordinating the 2009 festival
  - Began preliminary discussions with USA Gymnastics regarding the potential of bringing their Acrobatic Gymnastics Super Clinic to the Event Center in January 2010
  - Began preliminary discussions with AAU Karate regarding the potential of hosting their Super Regional event in May 2010
  - Worked with several industry partners to develop a vacation package that will be given away to a select meeting planner at Meetings Quest Trade Show on December 11<sup>th</sup> in St. Petersburg
  - Site visit of Event Center for a Wal-Mart district mgr for possible event/meeting next spring
  - Met with owner and head golf pro of Deep Creek Golf Club to present a co-op ad opportunity
  - Participated in conference call with the other SW Florida CVB’s to evaluate the success of this year’s Writer Cup event and discuss potential modifications for next year’s event.

## Utilities

- Operations Division:
  - Treatment Facilities:
    - Personnel: 2 operator trainees waiting to take exams. Mechanics position filled and start date mid-December. Plant Operator at the Burnt Store WRF submitted his request for retirement on 11/30/08; position posted.
    - Reuse Ordinance: Links, Palms and Long Marsh not signed new contracts -sent final notice to submit completed signed contracts by 12/15/08, or service will be terminated.
    - East Port Operations Building: Tom Huff, Architect completed changes for project. Final documents received and will be submitted to Purchasing to solicit bids.
    - Water Distribution:
      - Personnel -section currently one vacant position; hired 1 Line Tech, extended offer to a second. 2 employees obtained Water Distribution license.
      - Distribution System: Completed 10 new water service line installations; repaired 53 line breaks; exercised 84 system water valves; maintained and flow tested 117 hydrants for system

maintenance; changed out 21 galvanized service lines as system maintenance; responded to 44 water quality calls; serviced 17 vehicles at Fleet; replaced 3 broken fire hydrants; replaced 1 broken valve in the distribution system; repaired 1 bridge crossing on St. Paul Dr. Started in-house replacement of 1 bridge crossing on Calumet Blvd. Flow tested and painted all hydrants and exercised and painted all distribution valves in the Town Center Mall as part of a semi-annual contract.

- Booster Stations: #2 (Golf Course) remains out of service. At #3 (Gulf Cove) performed preventative maintenance. Topped off the generator fuel tank. ADF was 3.131 MGD. #4 (Walenda) performed monthly preventative maintenance; the #3 pump VFD has been replaced. Topped off the generator diesel tank. On 11/15 the operator noticed a TDS spike of over 800 at the booster. Contacted the Peace River plant and they had received a spike from the river during treatment. They adjusted the process to compensate. ADF was 3.740 MGD. #6 (Rotonda) performed monthly preventative maintenance. The fill valve was repaired and adjusted to allow 20' in the tank. The generator diesel tank was topped off. Avg. daily flow was 2.158 MGD. #7 (Ingraham Injection Station) running normally. ADF was 75,546 GPD. #8 (Englewood Interconnect) interconnect shut down on 9/2/08 and stands ready when needed.
- Sampling: Monthly compliance samples have been completed.
- Boil Water Notices: 11 notifications processed. 1 press release, Burnt Store area; all rescinded.
- Wastewater Collection: No data for this month.
- Personnel: No data for this month.
- Lift Stations: Performed 414 preventative maintenance work orders; performed 48 corrective maintenance work orders-included check valve cleaning, pump de-ragging, wet well cleaning; repaired 4 submersible pumps in-house; performed 3 confined space entries; recorded H2s levels at LS 37, 8, 70 and 309; built new control panel for LS 405; flushed force main for LS 114; built support stands for LS 838 rehab; set 2 new pumps at LS 835, 948; performed 8 LS draw downs.
- Low Pressure Sewer: No data for this month.
- Finance Division:
  - Prepare Grant applications and present to BCC
  - Meet with internal auditors regarding follow-up of A/R audit
  - Edit monthly crystal reports for FY09 information
  - Update Statistics on CCU infrastructure
  - Meet with PW to discuss inspection processes and billings
  - Review safety boot criteria and tracking
  - Work with Clerk's Office regarding commercial paper loan
  - Begin revising MSBU resolutions
- Revenues:
  - Reporting for the month; Percentage Benchmark for Revenues – 8.33%
  - Operations and Maintenance Fund:
    - Water budgeted \$33,489,553 Billed thru 10/08 \$2,607,802, equals 7.79% of budgeted amount.
    - Sewer budgeted \$20,422,201 billed thru 10/08 \$1,661,044, equals 8.13% of budgeted amount.
    - AGRF/Meter Fees budgeted \$1,223,086 billed thru 10/08 \$199,636 equals 16.32% of budgeted amount. (Country Inn & Suites 48.889 ERUs & 1- 3" meter. Total budget is \$55,134,840. Total billed thru October is \$4,468,482 equals 8.10% of total budgeted amount.
  - Connection Fees (Capital Project Fund):
    - Water: Budgeted \$1,030,000. Collected \$50,895 equals 4.94% of budgeted amount. Annualized Collections equal \$610,740.
    - Sewer: Budgeted \$3,016,000 collected \$165,058 equals 5.47% of budgeted amount. Annualized Collections equal \$1,980,696. The total budgeted is \$4,046,000. Total collected thru October \$215,953 equals 5.34% of total budgeted amount total Annualized Collections \$2,591,436.
- Business Services:
  - IVR final testing stages. A meeting is scheduled for 12/5 to discuss the implementation phase.
  - Mass Notification: Implementation of downloading communication information is in final stages.

- New Bill/Electronic Bill: IT been testing each billing cycle to ensure that new bill design registers appropriate information -2 mail processing companies vying for business on equipment.
- BCS Liaison: 21 utility inspections performed and passed (prior to CO inspection).
- Utility Regulation: No activity in this area.
- EZ Pay, 10,638 19% all bills processed electronically. Transaction break down as follows, 2,474 one-time pays, 4,051 recurring payments; 4,113 47% of phone calls payments thru Customer Service Reps -114 returned items in system; 54 for insufficient funds; 60 invalid bank #'s.
- AMR Replacement, 294 Orion AMR transponders installed -of 21,311 customers with AMR transponders 5,143 have ITRONs; 15,882 Orion -ITRON transponders had two-year warranty - Orion transponders 20-year warranty -21,311 represents 38% of our customer base with AMR meters -decrease of AMR meters is due to removal of ITRON transponders.
- Customer Service installation of new VoIP system was completed -still tweaking the system for phones registering on hold when they are not, automatic call back feature. Business Service received 8,730 phone calls -out of total number of calls less than 1% abandoned -service grade level for all calls 89.8% -9 new service requests representing \$88,935.71 in connection fees.
- Meter Services installed 8 new meters existing lines; 43,455 meters manually read; 25 skipped less than 1% of all reads -83 were misread less than 1%; 2,720 service orders closed, including check meter/verify read, box/lid maintenance, shut-off, and turn-on.
- Billing & Collections revenue from returned checks \$3,544.49; FY-09 YTD total: \$8,129.49 -699 accounts shut-off for non-payment. Reconnection revenue meter turned off collected \$24,250; penalty revenue \$51,940.82; premise visit revenue payment was made before shut-off occurred \$680 -total delinquency revenue for 11/08 \$76,870.82 FY-YTD 08 total: \$154,261; 72 meter-tampering occurrences for total revenue of \$8,490; FY-YTD 09 total: \$14,210; 118 liens filed representing \$30,940.45; 31 liens released for total of \$29,877.51.
- Community Relations & Water Conservation:
  - Led On-Tap editorial team, facilitated meeting with team members, wrote articles, photos, organized/edited CCU photo library; Community Relations Admin Asst completed training in newsletter layout; designed and distributed issue; wrote/edited/proofread customer correspondence documents/researched distributed relevant daily news articles, maintained clippings.
  - General Services: Maintained customer contact databases; phone coverage for Administration /security desk; provided scheduling services for the Campus Training and Conference rooms; coordinated fleet maintenance requirements, informing CCU departments of vehicles that must be scheduled for maintenance; continued working with CCU staff to gather necessary documents and information for use in the 2008 CCU Annual Report; CCU's 2007 Annual Report received a Platinum Award (first place) for the overall report and Gold Awards (second place) for Writing and Cover Design in the 2008 MarCom Awards, an international creative competition judged by Assoc of Mkt & Communication Professionals; working with Engineering staff and external consultant to prepare PowerPoint for the BCC on CCU demand projections and future water sources
  - Media Relations, print & broadcast reporters providing information and ensure accurate, positive reporting on various CCU stories, including water conservation/construction/maintenance projects; updated media contacts for press release distribution/boil water notification
  - Customer Relations/Community Outreach: Researched and responded to various customer questions and concerns, including those referred by Administration and BCC; provided updates and additions to CCU Web page including Engineering forms, MSBU project updates, water conservation information; provided water conservation materials for distribution at community events, including Nature Festival; worked with CCU and Environmental Health Dept staff to address customer questions/concerns about sewer connection, septic inspection program, LPS maintenance; provided articles for Charlotte LINK citizens' newsletter; provided CCU questions/answers for use on Rumor Central Web page; worked with Campus partners to host a successful day of educational presentations on water conservation, recycling and more for disabled residents from a local group home; prepared water conservation PowerPoint presentation and associated hands-on activities for our guests

- Water Conservation: Toilet Rebate Program: Addressed questions from potential participants; continued working with school system representatives; continued working with program administrator to prepare for residential rebate program; began contacting residential customers who have expressed interest in the program to let them know they are now eligible to participate; provided program information to Commissioners and Administration; provided bimonthly program report to SWFWMD; worked with Finance to complete application for FY-10 SWFWMD cooperative funding for the Toilet Rebate Program; continued working on graphic insert and customer usage tracking system for Indoor Water Conservation kit; participated in Conserve Florida meeting via teleconference regarding the Conserve Florida Clearinghouse and GUIDE program; provided monthly customer data to SWFWMD for water conservation pilot study; provided CCU background information, County logo for use in a marketing piece for the program participants
- Engineering Services:
  - 67 developer project inspections, 312 CIP inspections, 17 LPS installations, 4 LPS start-up inspections, 75 LPS mandatory re-inspections, 1 CO inspections - 476 total
    - 5 developer agreements prepared
    - 240 active developer projects (Project Tracker); 3 closed projects (Task Tracker)
    - 3 new sets of plans received; 3 revised sets of plans submitted for approval
  - 74 residential service availability letters prepared, 4 commercial service availability letters prepared – 78 total
    - 14 water and sewer services field verified
    - 762 locates processed from Sunshine State One
    - 19 residential service applications processed
    - 6 permits received, 4 permits approved by CCU for FDEP submittal – 10 total
    - 10 record/as built drawings reviewed
  - 30 large intersection locates/design tickets – 30 man-hours
- Major Work Orders:
  - WO#5: Ops Generator: Automatic Transfer Switch has been installed, and fuel tank rehab completed.
  - WO#6: Regional Reclaimed Water Expansion: Transmission Main: CCU received releases from the subcontractors and suppliers.
  - Booster and Storage Sites: Yard piping installation and testing has been completed at both the Walenda and Eagle Street sites.
  - WO#7: Burnt Store RO Water Treatment Plant Expansion: Deep Injection Well: Punch list is complete. Production and Monitoring Wells: All bids have been cancelled.
  - Plant Expansion: Construction progressing, including ground storage tank. Generator Set: Generator delivered and set on foundation. Operations Building: Contractor mobilized to site and began construction.
  - WO#7&9: Rotonda Villas & Springs Water & Wastewater System: Fieldwork to locate the existing wastewater lift stations and shoot their elevations was completed. Field work continues on locating certain water transmission piping and storm water culverts. .
  - WO#28: Rotonda WRF Expansion: We started running the Zenon MBR Units 24 hrs a day commencing on 11/1/08, and on 11/12/08, the old plant was taken off line. Due to the Phase 1 construction being completed, the Administrative Order for Rotonda has been satisfied and is no longer in effect. The consent order has been amended as follows: staffing requirement in the permit prevails and should be a Class C or higher operator for a minimum of 16 hrs/day, 7 days/week with a Class B lead operator at a minimum. A revision will be sent to CCU to that effect. A letter will be forwarded stating that the in-kind project is accepted.
  - WO#29: Upgrade Tanks & Boosters: Piping modifications are ongoing at Golf Course and Walenda sites.
  - WO#32: Burnt Store Village Lift Stations: Contract documents are being finalized. Residents will be notified via a letter to be sent in December to the POA, requesting CCU team to attend an

upcoming POA Board of Directors meeting to present the project to the residents and to provide answers to any concerns that they may have.

- WO#39: East Port Expansion: We are still in the process of re-rating the East Port Deep Injection Well System from 9.6 MGD to 12.0 MGD.
- Rehab of the Headwork Structure: The bid documents are being reviewed by CCU Engineering for submission to Purchasing.
- WO#42: Six Lift Station Rehabs: The plans and technical specifications for LS 309, which are included in the Deep Creek Force Main Improvement contract, have been completed and are being reviewed. The application to rehabilitate LS 309 has been submitted to FDEP.
- WO#44: Spatial Information Assessment (Geodatabase): Connectivity errors in the water and wastewater Geodatabase were discovered and have been resolved.
- WO#45: CR 771 Force Main: The 16" force main is complete and ahead of schedule. Pressure testing of all segments will be completed in early December.
- WO#46: Water Transmission Main: Construction work on this project is complete. DMK issued the certification of completion to FDEP.
- WO#53: Rotonda Sands & Meadows: Work progress is on schedule.
- WO#59: Lift Station Rehabs: Rehab construction of LS 801 major equipment has been received by the contractor and actual work is scheduled to resume as soon as the relocation permit is approved and the gopher tortoise burrows are relocated.
- WO#60: Babcock Ranch: The fifth Request for Additional Information (RAI) was received from SFWMD in mid November 2008.
- WO#62: LPS System Charlotte Harbor CRA: Project is nearly complete. Pipe connections, Pinnacle lift station construction and gravity sewer service for Ambitrans, Inc. demolition is complete.
- Peachland Blvd Sidewalks: Contractor continues to address any utility conflict issues while installing new concrete sidewalk and storm drainage.
- Midway Force Main & Lift Station Rehabs: The design of this project is complete. Construction will begin according CCU's schedule for Capital Improvement Projects.
- WO#70: Rotonda Reclaimed ASR Well Final Design: The FDEP issued a draft UIC permit for the ASR Well on 11/26/08. Arrangements were started to publish the required Public Notice in the local paper and the permit was distributed to the consultants for comment. There will be a 30 day comment period from the date of publication before the final permit can be issued. A conference call to discuss the design plans was held. Some plan revisions may be necessary depending upon the draft UIC permit conditions. Any revisions to the plans that may be necessary will be done after the comment period is over to eliminate duplication of work.
- WO#71: Deep Creek Force Mains & Lift Stations 303 – 309: Final design is under review. Permit applications have been submitted.
- Sewer Rehab 2007/2008: All punch list items have been completed. Final invoice was not complete and could not be reviewed properly. Project will be closed out after final invoice is approved.
- Sewer Rehab 2008/2009: Cost estimates have been prepared. Various techniques applied in years past were evaluated to help select contractor for this years' relining program. Meeting was held with preferred supplier.
- Coral Creek Bridge: Contractor has mobilized, and clearing and directional bores have started. Submittals and final plan modifications for utilities are proceeding.
- Fordham Waterway/US 41 Access: Construction is being completed and the contract is being closed out.