

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

Budget Office

- Distributed monthly Fiscal Reports to departments.
- Met with County departments to discuss Performance Budgeting.
- Working with departments to develop and analyze budget to allocate to core services.
- Developed Core Services Data Base for Budget Office to be used as an example for other departments.
- Developing new Vehicle Replacement database.
- Gathering data for Outsourcing strategy.
- Reviewed private utility – Bocilla- they have requested a pass thru rate increase to their private utility customers.
- Hurricane Charley - Final FEMA Project Worksheet closeout for Alligator Creek dredging at face value.
- Hurricane Charley - Continue to work on close out for Ashbritt countywide debris removal.
- Tropical Storm Fay – Continue to provide documentation and correspondence to FEMA for Tropical Storm Fay project worksheets.
- Reviewed and developed a spreadsheet for Marine Advisory Committee application requests for supplementary funding.
- Impact Fee collections monthly report was updated and sent to administration and Commissioners.
- Budget Director conducted workshop with Commissioners to update them on Performance Budgeting for Charlotte County and get their thoughts and direction on Performance Budgeting.

Building Construction Services

- Summary:
 - December is always one of the quieter months in the construction industry but this month has been unusually quiet. Only 9 new single family home permits were issued in December.
 - The department has used this quieter time to make some changes to the reporting structure and physical location of some staff to streamline and consolidate department operations. A stronger emphasis is being placed on cross training and multi-skilling staff to ensure high customer service levels despite fewer staff.
- Updates and Accomplishments – December 2008:
 - In an effort to reduce travel and educational costs, the department hosted a four day training course on the changes from the 2004 Florida Building Code to the new 2007 version due to be implemented in March '09. This was attended by County employees and building code staff from other jurisdictions. In addition, members of the local contracting industry attended. The department estimates a savings of approximately \$10,000 in travel and educational expenses as a result of this program.
 - BCS facilitated a Green Building Workshop for the Commissioners where two industry experts talked about their perspective on sustainable construction and how the County can move forward in helping encourage sustainable construction. BCS will be holding a further workshop on Jan 27 to discuss a proposed workshop further. In addition, a BCS staff member has volunteered to work with the CDBIA's Green Building Council as a liaison.
 - Implementation of the new software – BCS, working closely with IT has completed the verification stage of part of the software to confirm what has been built matches the configuration documents. Implementation is still on track for June 2009.

- Unlicensed contracting is on the increase and the department has been asked by the county's Contractor Industry Licensing Board (CILB) to request changes to the contractor license requirements and BCS is working with the County Attorney's office to accomplish this.

Communications & Marketing

- In December we had significant media activity. Communications provided staff for a number of on-air interviews and gathered data and background materials for a wide variety of stories.
- Rumor Central continues to receive a large volume of visitors with citizens looking for information on privatization, sewer services and island fire districts. We also responded to many general questions from citizens regarding County operations and services. The number of citizen inquiries has increased over last year reflecting renewed community interest in how tax dollars are being spent.
- Provided assistance to the Learning Center regarding employee morale and customer service programs.
- Completed draft of Charlotte Shines, providing a final update on 2008 CIP projects. Awaiting Admin approval before distributing.
- Began writing and designing the 2008 Annual Report and developing script for video.
- Developed a communications plan and generated media coverage for the Peachland Blvd. road work project.

Economic Development

- Inquires/Appointments/Successes:
 - The EDO had return visits from 3 potential prospects. Meetings were arranged with Commissioners and County staff to update prospects with information they were requesting.
 - The Charlotte County IDA has approved an incentive application for Project 2008047, a company that will be headquartered in the ECAP area once their facility is constructed. 36 of the companies 150 jobs will be eligible for incentives.
 - A grant proposal for the intermodal facility was submitted to the Southwest Florida Regional Planning Council.
 - Based on suggestions noted in the Wadley Donovan Competitive County Real Estate and Strategic Analysis, which was initiated by the EDO and the Enterprise Charlotte Foundation last year, FGCU and Edison State College will be working together to offer 12 new bachelor degree and 2 master degree programs at the Charlotte County campus. This news was released on December 3 at the Punta Gorda campus. The Wadley Donovan report was mentioned several times throughout the announcement.
 - Don Root appointed to Chair the Business Development Committee for the Southwest Florida Workforce Development Board.
 - Our efforts to recruit and maintain existing businesses continue with:
 - 41 pending prospects.
 - Appointments with 17 local businesses.
 - Custom Proposals developed and sent to 8 businesses.
 - 3 Impact Analyses.
 - Provided 4 external companies and 6 County departments with various demographic and market data packets.
- Meetings:
 - State Level
 - Representative Kreegel
 - Regional Level
 - Southwest Florida Regional Technology Partnership
 - Gulf Coast Venture Forum
 - Southwest Florida Workforce Development
 - Charlotte County Industrial Development Authority
 - Enterprise Charlotte Economic Council
 - Charlotte County Chamber Board of Directors & Government Affairs

- BCC/City of Punta Gorda Joint Meeting
 - BCC Retreat
 - Budget Fiscal Staff Meeting
 - Charlotte County Airport Authority
 - City of Punta Gorda
- Office Activities:
 - Data collection included monthly permitting, housing, unemployment data as well as wage requirements for Enterprise Florida.
 - Website updates were done as needed and local companies were contacted to discuss alternative data input options that may be available.
 - Prepared Agenda, Minutes and coordinated meetings for the Enterprise Charlotte Economic Council, the Industrial Development Authority, Charlotte Harbor CRA Advisory Committee and Murdock Village CRA Advisory Committee.
- Research and Policy Initiatives:
 - Creating EDO policies.
 - Working with IT/GIS on IT initiatives.
 - 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.
 - Working with Charlotte County Chamber to formulate Business Retention Plan.
- Murdock Village:
 - A comprehensive and current package of information on the Murdock Village Redevelopment Project is completed and available and will be posted on the County's website. The Real Estate Summary provides an overview of the subject property and the entitlements that the County has secured over the past five years.
 - Final process completed to secure a separate parcel identification number for the core area of Murdock Village. The new parcel ID number is 402112251001. This accomplishment will provide easier access to the Murdock Village site and will allow advertising of the vested rights application to move forward. Property Appraiser and the IT Department provided the technology to reach this goal.
 - The Board of County Commissioners has received the updated Real Estate Summary on Murdock Village and the Workshop Material that was prepared in September.
 - Consultant selected to prepare the Traffic Impact study on Murdock Village to evaluate the vested right allocations to the project and the impacts to the county-wide network.
- Charlotte Harbor:
 - Hands Across the Harbor – The second joint program between the Charlotte Harbor CRA and the City of Punta Gorda CRA is moving along. The planning committee consists of members from both organizations. The logo has been created and sponsorship and registration forms have been completed and distributed. The Board of County Commissioners approved the temporary street closure for Bayshore Drive on January 24, which will help to facilitate the joint Punta Gorda and Charlotte Harbor Community Redevelopment Agencies event - Hands Across the Harbor. The event will include a 5K run/walk and a 15 mile bike ride. A Press Release has been issued and there will be on going follow up until the event. Several sponsorships have been secured.
 - Charlotte County Utilities recently completed a wastewater line extension in portions of the Charlotte Harbor Community Redevelopment Area (CRA). The project was partially funded by a \$1.4 million Community Development Block Grant. These grant funds reduced the overall cost of the project, thereby reducing the cost to individual property owners. The wastewater line extension project has been completed and low-income residents in the area have an opportunity to apply for grant funds to assist in reducing the financial impacts on connecting to the new line. Grant funds are available to offset wastewater connection fees in Charlotte Harbor Community Redevelopment Area. Deadline for applying was listed as January 5, 2009.

- Banners on the bridge continue to be evaluated with FDOT. FDOT has agreed to allow the maintenance of the banners from the sidewalks which would reduce the costs. FDOT has agreed to attend the January Charlotte Harbor CRA Advisory Committee meeting.
- Participating in the review and negotiations of the Design, Engineering, and Permitting of the Gateway Phase II project in Charlotte Harbor.
- An office space has been secured in the Historical Center to allow one day a week onsite office hours. This effort will begin the first Monday of February. Mondays will be scheduled day for onsite presence.
- Charlotte Harbor CRA Advisory Committee held their December meeting. At the meeting representatives of the Charlotte Players requested the committee's support in relocating in Charlotte Harbor. The committee did agree to support their efforts. The committee also agreed to schedule a special meeting in January to develop a draft work plan for 2009 to present to the BCC.
- Enterprise Charlotte Airport Park:
 - Prepared agenda item for the joint meeting of the BCC and the City of Punta Gorda to discuss economic development support in the ECAP related to the County's Infrastructure Incentive program.
- Professional Development:
 - Participating in the ULI Southwest District Council Executive Committee to develop programming opportunities specific to Charlotte County.
 - Participating in developing a Clean Energy Symposium for Charlotte County to be held on April 20, 2009.
 - Co-chair of the ULI Sustainability Committee and assisting in developing a program for October 2009.

Environmental & Extension Services

- Solid Waste Division:
 - Solid Waste Management Division anticipated that the switch to automated carts and once-a-week sanitation collection services would generate numerous calls from the 72,000 residential dwelling units. To help with the transition and answer questions that residents may have regarding their sanitation services the Division created a Hot Line phone number. Since its inception the Hot Line has received 13,000 calls. In the month of December over 640 calls were received on the Hot Line. The Hot Line service will continue for a few more months, this will allow seasonal residents to seek out answers.
 - Automated cart distribution was fundamentally completed as of December 12, 2008 by Waste Management. The division is working with the County's MSBU Division, Property Appraiser's Office and Waste Management to identify properties that were not on the Sanitation District's assessment roles, properties found to have multiple dwelling units and those properties that have not received their automated cart. It is anticipated additional carts will need to be ordered in the coming weeks to allow the County to close out this program. The division will be generating a final count of distributed carts [invoices and distribution data] to reconcile the account. The County and Waste Management believe the distribution process was successful, and the vast majority of residents' had a positive experience. There have been a few situations that require individual attention and we are working to resolve these in a timely manner. The division's next mission and obligation is to address those residents seeking to exchange their cart for either a smaller or larger unit.
 - Landfill Tour, twenty-four members from Leadership Charlotte Class toured the Zemel Road Landfill. This tour included an overview of the operations of the Leachate Plant and the Landfill. The class learned how the Landfill disposes of different waste items that come in across the scale. According to Ed "Moe" Olson, Chair of Leadership Charlotte Class, "The members of the class had a great day and learned how a sanitary landfill operates.

- FDEP Inspection –Florida Department of Environmental Protection (FEP) did their quarterly inspection of the County’s Landfill in December. FEP found Zemel Road Landfill in compliance with the Landfill’s operating permit and Florida Administration Codes 62-701.
- Recap of revenue and diversion savings at the Mid County Mini-Transfer & Recycling Facility. During FY07-08 the Murdock facility recycled ferrous and non ferrous metals, motor oil, lead acid batteries and cardboard and received \$57,787.89 in revenue. The facility diverted aerosols, latex paint, antifreeze, gasoline, oil filters, LP tanks and gave diverted un-wanted products through the Chemical ReUse Store which saved \$64,130.42.
- Keep Charlotte Beautiful (KCB) programs improve the quality of life in Charlotte County through enhanced community awareness, education and public/private partnerships. During FY07-08 Solid Waste funded \$43,629 and KCB received \$17,791 in sponsorships and donations, \$14,458 in grants, and volunteer time and donations equate to a value of \$245,392 for a total of \$277,641 or a return of over 500% on a Solid Waste investment.
- Training – Two landfill employees completed FDEP required training; they attended 8 hour Spotter Training class for solid waste landfill operators. Topics include health & safety, regulations and identification and management of prohibited wastes. This training class was held in Sarasota County and given by the University of Florida TREEO Center.
- Scale Operations: The division has modified staffing, changing a full-time scale attendant position to a part-time position. Scale operations now have 2.5 FTE positions.
- Natural Resources Division:
 - Natural Resources have established a relationship with the new Charlotte County Agricultural Deputy in an effort to increase security and safety at Conservation Charlotte properties. Deputy Justin Treworgy has graciously offered his services to ensure the protection and the security of the properties. This police presence will deter further intrusion of ATV traffic and gun activity that has historically occurred at Biscayne Trust Conservation Easement.
 - Conservation Charlotte Buck Creek property under went some mechanical clearing as part of the site’s environmental land management plan. Staff is preparing for capital improvements to the site as part of the Florida Community Trust grant. These projects support the belief that conservation of natural resources can be achieved when the land is accessible and utilized by the public. Therefore, site improvement will include approximately 3/4 mile hiking trail with benches along the trail to provide a resting spot and opportunities to view wildlife. A canoe launch which connects to the Lemon Bay Aquatic Preserve providing guests an excellent opportunity to enjoy the mangrove ecosystem and natural beauty. Picnic pavilions located onsite will offer guests an area to rest and enjoy a picnic lunch in a beautiful natural area. Wildlife observation platforms at various locations will give guests the chance to see the Preserve's pair of nesting bald eagles as well as many other species commonly found in the area. An open air classroom will be used as a staging area for the educational programs which will be held regularly onsite. These educational programs will provide information on the importance of Florida's natural lands as well as some of the wildlife likely to be found onsite.
 - 2008 Iguana Capture Program on Charlotte County's portion of Boca Grande [Gasprilla Island] was very successful. 4,083 Black Spiny-tailed iguanas have been captured by USDA Wildlife Services. The island's MSBU committee supports extending a contract for services for 2009. Wildlife Services is a specialized branch of the USDA with expertise in exotic specie removal, their research labs are providing technical and laboratory assistance in this removal process. The goal is to eventually eliminate this species from the island or lower the population to manageable levels. Part the 2009 efforts will include expanding the knowledge of island residents, help them minimize the spread of this exotic species, encourage residents to report sightings on the island and to train residents in proper capture methods. Natural Resources Division helps coordinate and oversees the work of the USDA, and participates in communication measures with the island residents along with the Public Works MSBU representative.
 - Charlotte County's shorebird nesting season is about to begin. On February 20th, a Law Enforcement Workshop on Wildlife & Resource Protection for Birds will be held at the Environmental Campus. The workshop is a collaborative effort between Audubon of Florida-

Florida Coastal Islands Sanctuaries, Florida Department of Environmental Protection, Coastal & Aquatic Preserves & Managed Areas, Florida Park Service, Charlotte County Environmental & Extension Services, Florida Fish & Wildlife Conservation Commission, and the U.S. Fish & Wildlife Service. The workshop will provide useful information about nationally significant water bird populations, increase knowledge of federal, state and local laws pertaining to wildlife & public lands, and increase coordination to improve wildlife protection and enforcement. Natural Resources staff will be coordinating efforts with many entities beginning in January, and includes plans for securing nesting areas and holding meetings with monitors and volunteers.

- Extension Services:

- 4-H Program Assistant, Mary Brumley will be retiring at the end of January. She is participating in the early retirement program offered by the County.
- The Punta Gorda Boaters Alliance - Interlux Challenge Team and Sea Grant Agent Betty Staugler recently learned that their project - 'Keep a Clear Head', has won 1st place in the Interlux Challenge for the Southeast Region, which includes the States of Texas, Louisiana, Mississippi, Alabama, Georgia and Florida. Keep a Clear Head is a rewards program developed to encourage the use of pump out facilities by boaters. The Punta Gorda Boaters Alliance will receive the 1st place prize at the Miami Boat Show on February 12th, 2009.
- The annual Landscape Gardening Series will begin Friday, Jan. 23. Six consecutive Friday sessions are scheduled and will be held in the auditorium at Edison State College Charlotte Campus in Punta Gorda from 9:30 to 11:30 a.m. This series is sponsored by the Charlotte County Environmental and Extension Services in conjunction with Edison State College. Newly transplanted residents and experienced gardeners alike will benefit from the expertise provided by the lecturers.
- Homeowner Fertilizer Workshops: Charlotte County Extension Services - Florida Yards & Neighborhoods program specialist held three public workshops in 2008; two were held at the Environmental Campus on Harbor View Road in June and December and another was held at the Tringali Community Center, Englewood in August. A total of 67 residents participated in these workshops, increasing their knowledge of the County's fertilizer ordinance, proper irrigation practices, landscaping and turf management. Residents also learned how to determine fertilizer needs, how to select and purchase a fertilizers and correct fertilizer application methods. Extension plans for 2009 include soliciting homeowner and civic associations and specific interest groups offering them presentations at their locations, Extension will continue to hold regional workshops through out the year.
- Charlotte County Extension hosted the second annual regional UF/IFAS meeting which provided Gulf coast area governments and UF/IFAS Administration the opportunity to expand on a relationship that has existed in most counties for approximately 90 years. A total of twenty-five participants (25) were in attendance from area counties including Collier, Lee, Hardee, DeSoto, and Charlotte. Meetings such as this reiterate our mutual partnership and communicate new programs and educational opportunities useful to County Government.
- FYN Program Assistant and Horticulture Agent presented a Homeowners Fertilizer Workshop. Twenty-four (24) participants attended. They increased their understanding of the local Fertilizer Ordinance, Home Turf Culture and How to Properly Fertilize a Lawn.

- Pest Management Division:

- Outreach Tracking: County's Information Technology department has enabled EES to track the number of residents/customers that phone our office for assistance. The most recent tally; from June to December 2008, Solid Waste, Natural Resources, Mosquito and Aquatic Weed Control received 12,368 on extension 4360 and Extension Services received 4,022 calls on extension 4340.
- Recently, Charlotte County Mosquito Control participated in a research project with Dr. Hyun-Woo Park of The John A. Mulrennan, Sr. Public Health Entomology Research & Education Center (PHEREC) on soil bacteria strains that could be used in mosquito control. The soil samples from our county contained a strain of bacteria that has potential for use in our field against the larval stages of mosquitoes. Dr. Park has applied for a patent for this "new" larvicide.

He has also submitted a paper for publication in the Journal of Invertebrate Pathology, a peer-reviewed journal that was accepted and has been published. This article has Ginny Day-Hall and John P. Hunter listed as co-authors to note the participation of Charlotte County.

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 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-project is complete
 - Fire Station #11-currently used for VM-design underway for 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 underway
 - 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 completion 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-pricing due Jan 16th 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-work underway, Complete 1.4 million
 - Sunrise Park-out for bid-under construction-2.6 million
 - .Energy efficiency upgrades-ongoing
 - .South County Annex renovation-under construction-completed
 - West Charlotte mini-transfer station-under construction-com
 - 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

- Transportation Concurrency:
 - Growth Management and Public Works staff met with FDOT representatives to discuss 5 and 10 year roadway capacity needs. FDOT was asked to provide a preliminary analysis of the roadways for which they are responsible. FDOT completed the analysis, which identified 23 segments that are anticipated to fail concurrency over the 5 year planning window.

- Charlotte County staff and the State will be working on ways to address these issues before the October 2009 budget and December 2009 Capital Improvements Element deadlines. Charlotte County staffs are also in the process of evaluating County roadways for 5 and 10 year capacity needs. The preliminary analysis will be completed in January.
- Community Plans:
 - Manasota Key: Staff attended the committee meeting on Dec. 3. The committee requested Jeff Ruggieri attend their Dec. 17 meeting. The December meeting was attended by Growth management staff and the Director. Compromise language was reached on several issues regarding pile driving, and the methodology for calculating density. However, those changes will not be reflected in the draft LDR language posted on the county's webpage. All remaining issues will be addressed at the public meeting scheduled for Jan. 7, 2009 at Tringali Community Center.
- Board of Zoning Appeals:
 - Board of Zoning Appeals heard the following petitions on Wednesday, 12/10/08, and made the following decisions:
 - Petition #VAR-08-15: Patrick and Christine O'Connor for Variances to reduce the front yard setback from 25' to zero and reduce the rear yard setback from 20' to zero feet to allow an accessory structure, consisting of an awning, in a Manasota Commercial Tourist (MCT) zoning district located at 1855 South Gulf Boulevard, Englewood, FL approved 3-2 (Seay and Hittson).
 - Petition #VAR-08-16: Danny and Martha Moore for Variances to reduce both side yard setbacks from 15' to 0.5' to allow an accessory structure, consisting of a boat dock and lift, in a Residential Single-family-2.5 (RSF-2.5) zoning district located at 1535 Manor Road, Englewood, FL approved 3-2 (Stout and Hittson).
 - Petition #VAR-08-18: Ronald Strich for a Variance to increase the maximum length permitted for a dock on a man-made water body from 12' to 42' to allow a new accessory structure, consisting of a boat dock and lift, in a Residential Single-family-3.5 (RSF-3.5) zoning district located at 1937 Georgia Avenue, Grove City, FL approved 5-0.
 - Petition #SE-07-40 (Modified): Francisque Paulemon for a modification of a previously approved Special Exception to allow an Adult Congregate Living Facility to increase the number of beds from 25 to 50 in a Residential Multifamily-10 (RMF-10) zoning district located at 2021, 2029, 2037 and 2045 Fraser Street, Port Charlotte, FL approved 5-0.
 - Petition #SE-08-37: Flamingo Signs for a Special Exception to allow two wall signs totaling 108.5 square feet in a Planned Development (PD) zoning district located at 24220 Corporate Court, Port Charlotte, Florida was approved 5-0.
 - Petition #SE-08-38: South Gulf Cove Advisory Committee for a Special Exception to allow four community identification signs totaling 162 square feet at 8110 Wiltshire Drive (RMF-12); 8400 Wiltshire Drive (CG); 9100 Winborough Drive (CI); and 10320 Winborough Drive (CG), Port Charlotte, Florida was approved 5-0.
 - Petition #SE-08-40: Donald and Linda Smith for a Special Exception to allow a mobile home in an Agriculture Estate (AE) zoning district located at 16095 Begonia Drive, Punta Gorda, FL was approved 5-0.
 - Petition #SE-08-41: Charlotte County Fire/EMS for a Special Exception to allow essential services, consisting of a fire training building with reductions and modifications to the design and development standards of section 3-9-51(g) in the Enterprise Charlotte Airport Park (ECAP) zoning district located at 26551 Airport Road, Punta Gorda, FL was approved 5-0.
- Development review Committee:
 - DRC Staff received a total of 2 applications.
 - 1 - Approved with conditions
 - 1 – Continued.

Human Services

- Staff Activities:

- Participated with the Vietnam Brotherhood (Delta Company) in holiday decorating the Douglas T. Jacobson VA Nursing Home for 120 veteran residents.
- In partnership with the Healthy Start Coalition, the Department was awarded a \$1,200 grant from the Early Learning Coalition to print additional Community Resources Guides.
- The newly established, Juvenile Re-Entry Board successfully completed its first case.
- Attended Pearl Harbor Day annual remembrance ceremonies and salutes at various locales.
- Completed and submitted phase three of the Alliance of Information and Referral Systems (AIRS) national 2-1-1 accreditation process.
- Hosted a planning meeting inviting 45 community partners for purposes of developing a grant proposal for the YouthBuild program.
- Partnered with CCU to insert a reminder in the utility bills for cycles in November and December for donations to the Heartship program.
- Received 185 gifts from the NBC2 & Perkins Giving Tree Program. Gifts were delivered to area seniors currently receiving in-home and community based grant-funded services.
- Received food from other County departments' employees to stock the Human Services food pantry. From Thanksgiving to Christmas close to 60 low-income families were provided non-perishable food for the holidays.
- Distributed close to 800 copies to the Affordable Housing Catalogue to various agencies including: the Continuum of Care; County libraries; Human Resources Dept; and the Englewood Annex.
- Assisted in the opening of the Safe House Homeless Shelter and in certifying the eligibility of its first occupants.
- Issued a Notice of Fund Availability for a new proposal for an affordable housing rental project through the State Housing Initiative Partnership (SHIP) Program. Proposal recommendation scheduled to go to the BCC in January 2009.
- Published an article in *The Charlotte Sun* on avoiding foreclosure scams.
- Met with Bernice Russell Development Corp. regarding occupancy of the completed CDBG project and continued to follow the CDBG funded Coopers Street addition.
- Worked with the County Attorney's Office to develop a new contract for the Housing Corporation as the non-profit SHIP administrator as approved by the BCC.
- Met with SHIP partners related to funding issues and the Special Legislative Session.
- Compiled additional information along with "screen shots" of IRis version 4.0 211 data base software for IT implementation process.
- Delivered and reviewed newly created 211 training manual with the CARE volunteer staff for use during their manning of the phones after hours and weekends.
- Assisted a 211 caller with distributing and donating 100 lbs of onions to the non-profit community.
- Assisted senior clients participate in the newly opened congregate mealsite at the Punta Gorda Housing Authority's Gulf Breeze Apartments.
- Attended a homeless meeting at Bayshore Park to offer veteran services and resources to the attendees.
- Submitted 2009 Low-Income Home Energy Assistance Contract to the Department of Community Affairs. New grant is over \$500,000 to assist low income households with utility bills from January 2009 – March 2010. Revised local department policies accordingly.
- Began working on Transit reorganization plan to be completed early in 2009.
- Submitted grant proposal to the Federal Dept of Labor for a young offender re-entry program.
- Attended Human Trafficking Awareness and Senior Depression screening training seminars.
- Submitted partner proposal to the Florida Association for Community Action, Inc. for local implementation of Earned Income Tax Credit Outreach.
- Presented federal legislative request for capital funding of the Family Services Center to Congressman- elect Rooney.
- Presented overview orientation of the Human Services Department to the newly elected Commissioners; Bob Starr and Robert Skidmore.

- Began drafting the Charlotte County Juvenile Justice Plan. Top priorities are increased prevention programs, funding for aftercare programs and increased advocacy.

Human Resources

- Recruiting for Assistant County Administrator and Public Works Director.
- Finalized Early Separation for 17 employees.
- Revising competency project plan to reflect job family approach.
- Finalizing negotiations for employee health center site, which will be presented to BCC January 13th.
- Recognized and awarded Jeff Reese in IT for his excellent display of Customer Service and Partnership. His photo and story of how he helped us will be published in CC News on January 13th. He eagerly came to our rescue in a pinch with little notice regarding the editing of organizational charts in Visio and did it with a smile and eagerness.
- Employees can access their pay stub and other personal information through the County's online website. Awareness memo sent to employees...printing of payroll check stubs will cease in February for employees on direct-deposit. This action will result in reduction of printing, folding & stuffing nearly 30,000 check stubs a year by the Clerk of Court's payroll staff, plus cost of paper, envelopes and courier. Savings to the Clerk on behalf of BCC is passed on through central and indirect charges.
- Some employees may not have any access to computers and we will work with them to provide the necessary information as appropriate. Approximately 200 employees still receive paper paychecks.
- Assisted internal customers with personalized Self-Service training at customer site. Improvements to HR processes support the Mission and are intended to be helpful and increase efficiencies.
- Completed Sexual Harassment training agreement with Peace River Water Authority resulting in a collection of \$1680 in revenue.
- Designed presentation and materials for BCC retreat. Department member participated in workshop as a scribe.
- Facilitated second (of a series of 12) development book club discussion with internal department as a means to develop individuals and the team. This is an example of a team working together to self correct with strong Director participation and support.
- Finished all the open enrollment changes
- Leased had been finalized for the employee health center building and will be on the 13th meeting agenda for approval
- Received dividend check from the Florida Municipal Trust for 513,000 or 75,000 more than we were told originally.
- Met with the IAFF (Labor/Management Team) on physicals and wellness
- The file transfer for mail order RX from Aetna to CIGNA was done successfully.
- We had 28 workers compensation claims for the month of December; 16 were medical only and 12 were information only. See metrics report in HR for General Liability, Auto, and Property.
- Health insurance loss ratio for November is 70%. Our 2008 year to date loss ratio is 86%
- Contract completed for Care Here and has been signed by the Chairman and the Clerk of the Court and has been sent to Care Here for their signature.
- Heads Up: Indications are that property and casualty markets are hardening which could mean an increase in premiums for the 2009-2010 policy year. News Brief available in HR.

I.T.

- Information Technology Application Services - EAMS patches are installed on the Development server and are being installed on the Beta environment and then Production.
- Applications Support has deployed the Infoview report server instance for two clients at CCU.
- The Web EOC has been installed for the Emergency Operations Center. Emergency Management staff completed training this past week.

- Parcel Conversion Project - The spatial correction for east county parcels was completed and put into production.
- The GIS database delivered for CCU Spatial Assessment by Jones Edmunds & Associates has been loaded into the BETA environment review and acceptance.
- GIS service agreement with the City of Punta Gorda was adopted by the Commissioners on December 9th. This will provide the County \$30,000 from the City of Punta Gorda in exchange for GIS database architecture and maintenance which will be provided by the BCC GIS for a period of year.
- Service Management” Counts:

Number of Incidents	
Open	45
In Technical Review	8
Pending Customer Approval	5
Awaiting Delivery	2
Pending (other)	21
Closed	161
- Incident Management” Counts:

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
- Public Outreach:
 - Worked with Harbor Style Magazine on Event Center Sponsor page for magazine
 - With sponsorship funds, outsourced the printing of 500 invitations for the Event Center opening
 - Reviewed and compiled Event Center Invitation lists
 - Reviewed preliminary draft of Charlotte Sports Park Brochure
 - Worked on Event Center invitations for daytime opening
 - Worked on Opening Program Brochure for Event Center daytime opening
 - Solicited donation from D’Vines Wine shop (Wine/Candy basket) for Event Center Silent Auction
 - Facilitated filming of Kid’s Camp Connection video for Event Center Opening
 - Attended Communications/Marketing Public Information meeting
 - 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 December
 - 4 webpage updates for the Month of December
 - Business Services staff fielded 1,688 telephone calls and 21 web mail inquiries for the month of December
 - 12 Citizen Concerns were processed for the month of December
 - 74,825 hits to the Department website in the month of December
- HR/Volunteer Coordination:
 - Conducted new hire orientation for 4 new hires
 - Updated department Organizational Chart for Budget Office
 - Conducted uniform measuring
 - Drafted memo regarding compensatory time
 - Drafted memo regarding safety requirements related to shorts
 - Resolved 1 employee payroll issue
 - Helped to facilitated distribution of safety boots

- Central Registrar:
 - Assisted staff with 21 CLASS issues
 - Updated account lines
 - Provided additional CLASS training to Accounting Specialist and Administrative Assistant II
 - Assisted staff and resolved 17 CLASS issues
 - Processed 3 customer refunds in CLASS
- Financial Section:
 - Attended three Performance Based 2009/2010 Budget meetings.
 - Maintained and distributed the Cost Accounting Project detail information sheet.
 - Completed comparative budget report for Dec 3 BCC presentation.
 - Notified Florida Department of Environmental Protection of a change in grant liaison.
 - Completed financial portion of 7 grant reports.
 - Completed summary grant report of 08/09 awards for Budget.
 - Facilitated online filing of Historical Grant application.
 - Responded to 16 external auditor questions regarding the 2008 Grant Single Audit.
- Cultural Resources:
 - Use Statistics
 - 68,200 items checked out at libraries, an average of 3,400 per day and a 13% increase over December 2007
 - 48,900 library visits, an average of 2,450 per day and a 10% increase over last December
 - 9,570 computer uses, an average of 478 per day and a 14% increase over last December
 - An estimated 900 visitors attended the 18th annual Symphony of Trees at the Historical Center.
 - 382 people attended 19 library programs for adults and children including preschool programs, Englewood Beach story time, teen programs, book discussions and films
 - Other
 - Volunteers donated 1,650 hours to the Division during December
 - Historical Advisory Committee approved a new historical marker for Indian Spring Cemetery south of Punta Gorda
 - 1,500 active household memberships in the Historical Center Society, an increase of 34% over last year
 - Librarian Nicole Parsons presented a program on Internet safety for the December Teen Reading and Meeting, using the young adult novel The Revealers as the basis for the discussion
- Support Services/Parks:
 - Signed off on all punch list items for final completion of North Charlotte Regional Park, Phase II
 - South Gulf Cove Neighborhood Park under construction
 - Conducted comprehensive plan workshop for Parks, Recreation and Cultural Resources Department managers
 - Prepared landscape installation plans and specifications to address Bayshore Live Oak Park land development regulations deficiencies
 - Met with citizen volunteers to discuss improvements they propose to fund for Learning Garden
- Recreation/Athletics:
 - The Tampa Bay Rays held a Select-A-Seat Program for their season ticket holders at the Charlotte Sports Park on December 4th, 5th, 6th, 8th, 9th, and 10th. Based upon the order in which they placed their deposits, each season ticket holder had an assigned timeframe in which to select their seat. Upon arrival at the Charlotte Sports Park, the ticket holders were greeted by Ray's staff, shown a stadium layout, and given a hard hat to proceed into stadium and then determine their seating preferences. Ticket holders were permitted to select their seats via phone. The estimated attendance at this program was 1,800 people.
 - On December 5th, the Charlotte Harbor Event and Conference Center hosted its first private function for the owners and managers of Wendy's Restaurants located from Ellenton to Naples. Over 250 people attended the Holiday Event with food and beverage provided by the Boston Culinary Group.

- On December 7th, the Charlotte Harbor Event and Conference Center hosted its first concert, the Charlotte County Symphony Orchestra's "Holiday Magic Concert". The sellout show was attended by over 1,000 people who enjoyed holiday classics and a featured visit from St. Nick himself!
- The Charlotte Harbor Event and Conference Center hosted the AAU Gymnastics Championships for the region. Participants came from as far away as Naples to the south and Tampa and Orlando to the north. An estimated 3,950 attended the weekend event from December 13 to 14.
- Between the three Charlotte County Aquatic Facilities (South County Regional, Oyster Creek Regional and Port Charlotte Beach), the pools were open a combined 579 hours and served 3,097 people. There were eleven different programs were attended by 629 people. This includes Santa's Splash Party, Lifeguard training course, and the lifeguard challenge course.
- At the three Charlotte County Recreation Centers (South County Regional, Tringali and Harold Avenue) and the two Charlotte County Skate Parks we were open a combined 850 hours and served over 4,800 patrons.

Public Safety

- Fire / EMS:
 - The Fire/EMS Department has implemented an Overtime Reduction Plan as of 1/6/09. This Plan allows the Department to make an Acting Battalion Chief when the Battalion Chief is out on sick or vacation leave. This will still leave two-Command Supervisors on duty to cover the County per shift. We have done the same for the Lieutenants. We have eleven Lieutenants on duty per shift. We will make four Acting Lieutenants leaving seven to cover the County. As to Firefighter/EMTs and Medics, they will be replaced to fill vacation and sick leaves by lowing the staffing on five ALS Engines when needed. The Department is working on a spreadsheet to try to show the estimated cost savings.
 - The Fire/EMS Department has also canceled all overtime for 40 hour employees. We also looked into our Specialty Pays for the Special Ops, Marine Operations and Crash Fire Rescue, and were able to remove fourteen Specialty Pay assignments. This cost savings will also be included in the above spreadsheet.
 - The Department is still evaluating other areas for future cost reductions which will be forth coming.
- Animal Control:
 - Met with the Board of Directors for the Animal Welfare League on December 5th to further discuss the current sheltering issues as a result of the Suncoast Humane Society opting out their contract with Charlotte County.
- Emergency Management: Nothing to report at this time.

Public Works

- Engineering: Aqiu Esta Drive Improvements: A preconstruction meeting has been tentatively scheduled for January 25, 2009. The project schedule will be determined and finalized at this meeting.
- Paving: The resurfacing of Peachland Boulevard from Loveland Boulevard to Yorkshire Street has commenced. Work will be on-going through the month of January.

Purchasing

- Pre-Bid Meetings held:
 - 09-081 Plumbing Contractor - Annual
 - 09-084 Contractor / Builder - Annual
 - 09-106 Burnt Store Wellfield Expansion
 - 09-102 Grounds Maintenance - Annual
- Bids received and opened:
 - 09-028 Medical Supplies - Annual
 - 09-081 Plumbing Contractor - Annual

- 09-031 Auto Body Repairs - Annual
- 09-100 Fiber Optic Infrastructure - Annual
- 09-099 Concrete Sidewalk & Driveway Construction - Annual
- 09-114 Aerial Adulticide Services - Annual
- 09-110 Armored Car Service - Annual
- 09-094 Sign Materials - Annual
- 09-084 Contractor / Builder - Annual
- Quotes due and received:
 - 09-097 Printing of Letterhead, Envelopes & Business Cards - Annual
 - 09-101 Supply & Deliver Swale Inlet Grating - Annual
 - 09-105 Trees - Various Park Locations
 - 09-090 Park Mowing - Annual
 - 09-111 Baseball Scoreboards
- Pre-Submittal meetings held for Request for Proposals:
 - 09-088 Water Control Structures - Design
- Proposals due and received:
 - 09-066 911 Renovation - Design
- Pre-Construction meetings held:
 - 08-390 Northwest Port Charlotte Bridge Rehabilitation
 - 09-059 Paving Program
- Negotiation meetings held:
 - 09-015 CEI Services - Aqui Esta
 - 09-020 Surveying Services - Annual

Real Estate Services

- Flamingo/Edgewater: We continue to acquire those parcels needed for this roadway project. To date, we have acquired over 71% of the lots with 96 parcels remaining to be acquired (out of a total of 332 lots to be acquired). We continue to contact affected owners on a regular basis.
- Piper Road , Burnt Store Road, Winchester South and Midway Expansion: We are moving forward, by any legal means (both voluntary and eminent domain) to acquire those interests in property needed for these projects. There are several hundred acquisitions needed to allow for these projects to move forward.
- Environmental Lands Acquisition Program: The acquisition program is being held in abeyance pending further direction from the BCC.
- Toledo Blade and Hillsborough Boulevard Intersection Improvements: We have successfully concluded the land acquisitions required for this project.
- Employee Clinic: We are negotiating lease terms for a building in the Murdock area. Final terms will be presented to the BCC for approval.
- Habitat for Humanity: The Executive Director has requested an exchange of 2 scrub jay lots owned by Habitat for 2 County buildable owned lots. This item will be brought to the BCC for consideration in January 2009.
- Regional Water Authority: We continue to work with the Utilities Department and the Water Authority to secure County owned land for a water storage tank near Highway 17. Also, we will be processing easement requests from the Water Authority affecting County owned lands in the vicinity of our Deep Creek Fire Station.
- City of Punta Gorda: As approved by the BCC, we have processed the request for an easement from the city relative to the installation of a waste water main under a portion of County owned land near the Airport.

Tourism

- Director:

- Attended Allegiant Airline press conference and escorted principal to Wyvern Hotel for introduction to GM and discussion on airline/hotel package development
- Installed as 2009 Chairman of FACVB at Board of Directors meeting in Jupiter
- Attended BCC retreat workshop for directors
- Attended Joint BCC/Punta Gorda City Council meeting
- Participated in monthly strategic planning meeting with advertising agency representative
- Met with Tom Rice with regard to proposed hospitality services council
- Gave a speech on tourism climate and new initiatives to Century 21 Aztec realtors
- Attended Administrative presentation to county staff by Roger Baltz
- Met with Joe Hart of the Charlotte Stone Crabs on joint public relations initiatives and potential for Air Show collaboration and promotion
- Attended hospitality services council meeting to discuss pros/cons of developing such a group
- Wrote monthly *Charlotte Sun Herald* column
- Continued to define strategic planning for meeting & conference trade show outreach
- Continued to work w/ Direct Air Dream Vacation participants for package distribution to the winner
- Continued dialogue with Metropolitan Knoxville Airport Authority on PR effort for Valentines Day
- Finalized content for new leisure website development with Miles Media
- Reviewed and approved all purchase requisitions, invoices and check and travel requests
- Attended monthly Charlotte County Chamber of Commerce Government Affairs meeting
- Monitored monthly tourist development tax revenues
- Edited and approved all media releases
- Worked on finalizing layout, content and visuals for 2009 Visitor's Guide production
- Held bi-weekly staff meeting on a variety of operational, marketing and planning issues.
- **Communications & Marketing:**
 - 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
 - Worked with Miles Media in development of the 2009 Visitor's Guide
 - Provided materials and direction for the performance/content enhancements and new features of the VB's leisure travel Web site
 - Wrote and distributed 'Have You Heard', monthly e-news for local tourism partners.
 - Rotated and updated feature spots on www.CharlotteHarborTravel.com home page, created new landing pages and updated various pages of web site
 - Continued development of tradeshow support materials; the VCB's trade show display for the meetings market
 - December internet advertising included promotion on www.TravelPromotion.com, www.guestquest.com, Reunions e-zine and FSAE e-zine.
- **Public Relations:**
 - Wrote and distributed three media advisories: "AAU Fall State Gymnastics Championship at the Charlotte Harbor Event & Conference Center"; "Press Conference: Charlotte County Airport Announcing New Air Service"; and "Grande Tours Charity Fishing Tournament"
 - Wrote and distributed six media releases: "Charlotte County Holiday Wreath on Display at the Gaylord Palms Resort, Kissimmee, Florida"; "Travel Journalists Experienced What's New, Natural, and Native in Charlotte Harbor & the Gulf Islands"; "Englewood, Florida, #2 U.S. Destination to Visit in 2009" (written jointly with the Sarasota CVB); "Charlotte County Tourist Development Council Elects New Chairman and Vice Chairman"; "The Wyvern Hotel Opens in Charlotte Harbor & the Gulf Islands"; and "Travel Journalists Experienced What's New, Natural, and Native in Charlotte Harbor & the Gulf Islands"
 - On VISIT FLORIDA's media Web site posted information about: the U.S. Navy Blue Angels headlining the Florida International Air Show; CHVCB's launch of a meeting planner site; and Englewood's TripAdvisor ranking
 - Began follow up to November's Florida Encounter meeting planner show; including media and meeting planners

- Responded to media inquiries from: Sandra Friend, freelancer; Shirley Linde, freelancer and Nov. FAM participant; Sun Herald; WWSB (Sarasota); and WVLT (Knoxville, Tenn.)
- Provided photos to Allegiant Air
- Prepared itinerary for PamelaAnn Campbell with travel-travel-travel.com; hosted her December 7 – 11, 2008.
- Prepared itinerary for media from the Lehigh Valley, Pennsylvania, area and hosted 10 people Dec. 5 -8, 2008
- Gathered, wrote and submitted content: weekly for the County Administrator; bi-monthly for CCNews, monthly for FACVB; monthly for the Southwest Florida Parrot
- Responded to various editorial leads from VISIT FLORIDA including: The Wyvern Hotel opening for the Florida Specialist newsletter; About.com Valentine's Packages; Off the Beaten Path Attractions; New Independently Owned Attractions; What's New for Spring 2008; Boss Magazine; Unique Sea Life Activities; Undiscovered Florida.
- Other activities included:
 - 12/2 Allegiant Air Press Conference
 - 12/3: Call with Knoxville Airport - Marketing/PR ideas
 - 12/12: Phone Meeting - Deb Stone PR Planning
 - 12/15: SMITH Advertising Meeting - PR Strategy & Marketing
 - 12/18: Charlotte County Airport: U.S. Navy Blue Angels Announcement
 - 12/18: Meeting with Charlotte Stone Crabs to discuss spring training and summer marketing strategies.
- Sales & Sports Marketing:
 - Met with Darlene James of the Hillary Modeling Agency regarding a modeling show to be held in May 2009 at the Event & Conference Center.
 - Assisted with the Lehigh Valley Airport FAM tour attended by a variety of media from the Allentown, PA area as a result of Direct Air's new air service from that market. Hosted the group for the Babcock Wilderness Adventures portion of the tour, providing them with information on the area and up and coming projects/attractions.
 - Met with the Parks & Rec Department to work on final details of the Event Center Grand Opening.
 - Attended Meetings Quest Trade Show in St. Petersburg which was attended by several dozen meeting planners. Purpose was to introduce the new Event Center and raise awareness of Charlotte County as a viable meetings destination for small to mid-size meetings. Developed a vacation package which included the Wyvern Hotel, Riverwood Golf Club, King Fisher Fleet, and Rum Bay Restaurant. This package was the Grand Prize giveaway which enticed planners to visit our booth at the show and was randomly awarded to one of the attending meeting planners.
 - Met with Joe Hart (GM of the Stone Crabs Baseball Club) to discuss their involvement in vacation packages and the potential partnership in other tourism initiatives.
 - Assisted in the proofing/editing of the 2009 Charlotte Harbor Visitors Guide.

Utilities

- Operations Division:

Treatment Facilities:

 - Personnel: One operator trainee is waiting to take their exams. One trainee has passed the state exam and has received his state license. A selection has been made to fill the vacant mechanics position and employee is now on staff. The vacant operator position has been filled and the employee is to start on 1/07/09. There are currently 2 US water contract operators on staff. It is expected that both operators will be released back to US Water by mid-January. One lab technician position has been vacated. Approval has been given to post for a replacement.
 - Reuse Ordinance: The Links, Palms and Long Marsh have not signed their new contracts. The deadline to submit was 12/15/08. Staff has been meeting with their reps since June 07. Reuse agreements were re-sent in December 08.

- East Port Operations Building: CCU and Facilities have completed their 100% review and the project architect is making the changes. Plans and specs for the building have been submitted to all relative departments for final review before the permit is issued.
- Water Distribution:
- **Personnel:** No vacancies exist in the section at this time.
 - **Distribution System:** Completed 6 new water service line installations; repaired 50 line breaks; exercised 89 system water valves; maintained and flow tested 150 hydrants; changed out 66 galvanized service lines; responded to 32 water quality calls; serviced 14 vehicles at Fleet; replaced 1 broken fire hydrant; installed 1 new fire hydrant. Completed the Calumet Bridge crossing replacement as part of the current consent order. Diverted a 4" water main on Buckeye and diverted a 6" water main on Lakeshore for Public Works. Installed a new hydro-guard and hydrant meter to flow water out of the end of the South Gulf Cove service area to increase flow and increase residuals.
 - **Booster Stations:** #3 (Gulf Cove) performed preventative maintenance for the month; ADF was 2.919 MGD. #4 (Walenda) performed monthly preventative maintenance; the new VFD for #3 pump was faulty and a replacement was installed on 12/18/08; ADF was 3.460 MGD. #6 (Rotonda) performed monthly preventative maintenance; removed old in-operable VFDs to make room for other system components; ADF was 1.990 MGD. #7 (Ingraham Injection Station) running normally; ADF was 298,251 GPD. #8 (Englewood Interconnect) the inter-connect was shut down on 9/2/08 and stands ready when needed.
 - **Sampling:** Monthly compliance samples have been completed.
 - **Boil Water Notices:** 5 boil water notifications were processed.
 - **Wastewater Collection:** Repaired 15 manholes; 11 manhole integrity inspections; repaired 6 laterals and installed cleanouts; repaired 2 force main breaks; TVd and inspected 9,955' of gravity sewer lines; cleaned 10,000' of gravity sewer mains with Vac truck; operated and closed all valves on the 16" reuse line prior to charging the line and also identified and numbered all 57 blow-offs on this line.
 - **Personnel:** 2 employees completed the Sacramento Course for Water Distribution and signed up for the FWPCOA Short School; 2 employees started the Sacramento Course – 1 for Wastewater Collection and 1 for Water Distribution; 9 employees attended Pump & Panel training at Mader Electric; Ken Kelsch and Richard Rawlings received their 5 year service award.
 - **Lift Stations:** Performed 307 LS preventative maint work orders; performed 56 corrective maint work orders which included check valve cleaning, pump de-ragging and wet well cleaning; replaced PVC discharge lines at LS 848; manhole on Boundary Blvd coated by Chaz Equipment; replaced the impellers on both pumps at LS 803; replaced 2" guide rails at LS 62; repaired 8" force main break on SR 771; replaced 4" check valve at LS 42; and performed 10 confined space entries.
 - **Low Pressure Sewer:** Responded to 290 LPS service calls; installed 4 new services; upgraded 23 existing systems; and installed 8 mandatory connections.
- **Finance Division:**
 - Attended various meetings regarding Performance Budgeting
 - Sent FEMA information to Budget Dept for Hurricane Charlie claims
 - Began updating 2008 Engineering Annual Report
 - Completed and sent Draft of Debt Coverage for FY 08 to Clerk's Finance
 - Gathered information as needed for proposed \$8M BOA loan
 - Completed CIP carryover for FY 09
 - Prepared agenda item for Water Projections
 - Met with Fleet to communicate the FY 09 expectations and needs
 - Prepared labor invoices for Charlotte Harbor Grant reimbursement
 - Established procedures for inputting time sheets directly into Eden
- **Revenues:** Percentage Benchmark for Revenues –16.71%
 - Operations and Maintenance Fund:

- Water: Budgeted \$33,489,553. Billed thru November \$5,172,414. which equals 15.44% of the budgeted amount.
- Sewer: Budgeted \$20,422,201. Billed thru November \$3,311,633. which equals 16.22% of the budgeted amount.
- AGRF/Meter Fees: Budgeted \$1,223,086. Billed thru November \$281,050. equals 22.98% of the budgeted amount. (Country Inn & Suites 48.889 ERUs & 1- 3" meter. Total budget is \$55,134,840. Total billed thru November is \$8,765,097. which equals 15.90% of the total budgeted amount.
- Connection Fees (Capital Project Fund):
- Water: Budgeted \$1,030,000. Collected \$92,048. which equals 8.94% of the budgeted amount. The Annualized Collections equal \$552,288.
- Sewer: Budgeted \$3,016,000. Collected \$246,470. which equals 8.17% of the budgeted amount. The Annualized Collections equal \$1,478,820. The total budgeted amount is \$4,046,000. Total collected thru November is \$338,518. which equals 8.37% of the total budgeted amount.
- Business Services:
 - IVR: Is in the final testing stages. Implementation is anticipated in January.
 - Mass Notification: Implementation is anticipated in February.
 - New Bill/Electronic Bill: IT has been testing each billing cycle to ensure that the new bill design registers correct information.
 - BCS Liaison: 32 utility inspections performed – 29 passed and 3 failed.
 - EZ Pay: 11,605 bills were processed - 2,683 one-time pays, 4,409 recurring payments and 4,513 payments through Customer Service Reps. There were 119 returned items; 42 for insufficient funds and 77 for invalid bank number.
 - AMR Replacement: 100 Orion AMR transponders were installed. Of the 21,506 customers with AMR transponders 5,123 have ITRONs and 16,096 have Orion.
- Customer Service:
 - The installation of the new VoIP system was completed on 04/19/08. We are still tweaking the system for the following: phones registering on hold when they are not, automatic call back feature, etc. Received 12,264 phone calls. Out of the total number of calls less than .13% of the calls were abandoned. Service grade level for all calls was 87.3%. There were 13 new service requests representing \$126,600. in connection fees.
 - Meter Services: Installed 4 new meters; 43,446 meters were manually read; 52 were skipped and 59 were misread; 2,759 service orders were closed, including check meter/verify read, box/lid maintenance, shut-off, and turn-on.
 - Billing & Collections: Delinquencies: 828 accounts were shut-off for non-payment. Reconnection revenue collected was \$29,440, penalty revenue was \$53,527, and premise visit revenue was \$760. Total delinquency revenue: \$83,727. FY-YTD 08 total: \$237,988.
 - Tampering: 80 meter-tampering occurrences for total revenue of \$14,690.; FY-YTD 09 total: \$28,900.
 - Liens: 168 liens filed. 42 liens released for a total of \$30,911.70.
- Community Relations & Water Conservation:
 - Internal Communications: Led On-Tap editorial team & team meeting; wrote/edited articles, took photos, organized/edited CCU photo library, layout and distribution; wrote/edited/proofread correspondence and documents; researched and distributed relevant daily news articles and maintained clippings; revised Community Relations & Water Conservation PowerPoint presentation for CCU University.
 - Media Relations: Worked with print and broadcast reporters to provide information and ensure accurate, positive reporting on various Utilities stories, including water conservation, construction and maintenance projects; updated media contacts for use in press release distribution and boil water notifications.
 - Customer Relations/Community Outreach: Prepared and mailed welcome letter to owners of undeveloped properties in the Charlotte Harbor CRA advising of availability of wastewater

collection services. Answered citizens' questions about the project; responded to various customer questions; provided updates and additions to CCU Web page; worked with Human Services to support their food drive throughout November and December; organized Salvation Army Angel Tree for Campus employees; we have been invited to speak on reclaimed water at the First Presbyterian Church Men's Breakfast on 01/09/09; developed a reclaimed water and water conservation PowerPoint presentation for the event and future usage; began working with Communications & Marketing and Economic Development departments on a ribbon cutting ceremony for the Charlotte Harbor CRA water & wastewater expansion projects; attended meeting with Burnt Store Village POA representatives to discuss plans for rehabilitation of their wastewater collection system.

- Water Conservation: Issued press release regarding residential eligibility of the toilet rebate program; program administrator received more than 60 application requests the first morning following an article in the Charlotte Sun, and nearly 250 requests by the end of December; addressed customer questions regarding program; continued working with school system reps; provided bimonthly program report to SWFWMD; prepared summary of CCU's ongoing water conservation efforts to be provided to the Peace River Authority; worked with Finance and SWFWMD rep to complete application for FY10 SWFWMD cooperative funding for Toilet Rebate Program; worked on graphic insert and customer usage tracking system for Indoor Water Conservation kit; participated in Conserve Florida meeting regarding the Conserve Florida Clearinghouse and GUIDE program; attended AWWA water conservation workshop; provided monthly customer data to SWFWMD for water conservation pilot study.
- Engineering Services:
- Major Work Orders: 73 developer project inspections, 342 CIP inspections, 12 LPS start-up inspections, 17 LPS mandatory re-inspections; 7 developer agreements prepared; 240 active developer projects; 6 closed projects; 7 new sets of plans received; 3 revised sets of plans submitted for approval; 117 residential service availability letters prepared, 3 commercial service availability letters prepared; 10 water and sewer services field verified, 983 locates processed from Sunshine State One; 14 residential service applications processed; 5 permits received, 4 permits approved by CCU for FDEP submittal; 10 record/as-built drawings reviewed; large area locates, Burnt Store Village 10,200' and Embarq.
- WO#6: Regional Reclaimed Water Expansion: Transmission Main: Service connection to the property line at Port Charlotte High School was constructed.
- Booster and Storage Sites: Installation of the booster and jockey pumps, and motor operated valves at the Eagle Street and Walenda Avenue sites has been completed.
- WO#7: Burnt Store RO Water Treatment Plant Expansion: The Deep Injection Well portion of the project is complete. The Production and Monitoring Wells portion of the project was re-advertised and pre-bid conference held.
 - Plant Expansion: Construction is progressing.
 - Generator Set: Construction continues.
 - Operations Building: Construction continues.
- WO#7&9: Rotonda Villas & Springs Water & Wastewater System: A preliminary Environmental Assessment was conducted at the existing lift station sites. An eagle's nest was found in the vicinity of LS 864. Future work will be done during the non-nesting season from May 16 - September 30.
- WO#28: Rotonda WRF Expansion: Phase 1 construction is complete and construction continues for Phase 2.
- WO#29: Upgrade Tanks & Boosters: Building permit for Golf Course site submittals and shop drawings are being reviewed.
- WO#32: Burnt Store Village Lift Stations: An environmental survey is being performed.
- WO#39: East Port Expansion: The process of re-rating the East Port Deep Injection Well System from 9.6 MGD to 12.0 MGD continues.
- Rehab of the Headwork Structure: Review and final documents will be ready in January to submit to Purchasing.

- WO#42: Six Lift Station Rehabs: The application to rehabilitate LS 309 has been submitted to FDEP.
- WO#44: Spatial Information Assessment (Geodatabase): During training, User Rights issues for access were found. IT resolved the problem. Training has been rescheduled.
- WO#45: CR 771 Force Main: The directional bore of the Butterford Waterway is complete.
- WO#46: Water Transmission Main: Additional easement needs to be acquired for the water main near the Kings Hwy Wal Mart Super Center.
- WO#53: Rotonda Sands & Meadows: Pipe installation in the Sands area is complete. Lift station construction is progressing, and the generator construction is complete.
- WO#59: Lift Station Rehabs: Awaiting FDEP approval to move gopher tortoises to State Lands; if any are found.
- WO#60: Babcock Ranch: An extension has been requested to complete the monitoring well construction and testing and to submit the new demand projections after BCC adoption in early January 2009.
- WO#62: LPS System Charlotte Harbor CRA: Project is complete.
- Peachland Blvd Sidewalks: Construction continues.
- Midway Force Main & Lift Station Rehabs: No new information on this project.
- WO#70: Rotonda Reclaimed ASR Well Final Design: On 12/30/08, FDEP released the Intent to Issue Permit notice to be published on 1/4/09. There is a 14 day period for anyone wishing to petition the FDEP for a hearing on issuance of the permit.
- WO#71: Deep Creek Force Mains & Lift Stations 303 – 309: Waiting on issuance of permit.
- Sewer Rehab 2008/2009: Meeting was held with another preferred supplier.
- Coral Creek Bridge: Construction is progressing.